

CHALENG 2008 Survey Results Summary

VISN 10

Site: VAMC Chillicothe, OH - 538

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:** 60
2. **Service Area type:** Predominantly rural
3. **Number of Homeless Veteran Families (Veterans with minor dependents) Served in FY 2008 by local VA homeless program:** 1

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 | 20 |
| Transitional Housing Beds | 6 | 20 |
| Permanent Housing Beds | 0 | 50 |

*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 | 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: 72

| Need Ranking (1=Need Unmet 5= Need Met) | Site homeless Veteran mean score | Site provider mean score | VHA Mean Score (nationwide)*(all participants) |
|---|---|-------------------------------------|---|
| Personal hygiene | 3.31 | 2.89 | 3.70 |
| Food | 3.19 | 3.51 | 3.85 |
| Clothing | 3.14 | 3.32 | 3.61 |
| Emergency (immediate) shelter | 2.29 | 2.52 | 3.50 |
| Halfway house or transitional living facility | 2.38 | 2.07 | 3.35 |
| Long-term, permanent housing | 1.75 | 2.02 | 2.64 |
| Detoxification from substances | 3.88 | 2.59 | 3.59 |
| Treatment for substance abuse | 4.24 | 2.98 | 3.78 |
| Services for emotional or psychiatric problems | 3.53 | 3.16 | 3.63 |
| Treatment for dual diagnosis | 2.88 | 2.89 | 3.42 |
| Family counseling | 2.82 | 3.10 | 2.99 |
| Medical services | 3.76 | 3.44 | 3.96 |
| Women's health care | 1.90 | 3.09 | 3.09 |
| Help with medication | 4.07 | 3.11 | 3.79 |
| Drop-in center or day program | 3.21 | 2.30 | 3.08 |
| AIDS/HIV testing/counseling | 3.54 | 3.04 | 3.62 |
| TB testing | 4.07 | 3.39 | 3.96 |
| TB treatment | 3.93 | 3.04 | 3.59 |
| Hepatitis C testing | 4.13 | 3.29 | 3.73 |
| Dental care | 2.88 | 2.35 | 2.90 |
| Eye care | 3.59 | 2.70 | 3.25 |
| Glasses | 3.50 | 2.76 | 3.19 |
| VA disability/pension | 3.00 | 3.45 | 3.12 |
| Welfare payments | 1.69 | 3.40 | 2.78 |
| SSI/SSD process | 2.33 | 3.09 | 2.90 |
| Guardianship (financial) | 2.00 | 2.60 | 2.75 |
| Help managing money | 2.93 | 2.67 | 3.00 |
| Job training | 2.82 | 2.80 | 2.98 |
| Help with finding a job or getting employment | 2.76 | 2.98 | 3.12 |
| Help getting needed documents or identification | 3.31 | 2.91 | 3.52 |
| Help with transportation | 3.47 | 3.18 | 3.28 |
| Education | 3.06 | 2.91 | 3.13 |
| Child care | 3.18 | 2.80 | 2.49 |
| Family reconciliation assistance | 2.71 | 2.33 | 2.63 |
| Discharge upgrade | 3.14 | 2.81 | 2.91 |
| Spiritual | 3.88 | 3.26 | 3.51 |
| Re-entry services for incarcerated Veterans | 3.13 | 2.28 | 2.80 |
| Elder Healthcare | 3.14 | 2.98 | 3.01 |
| Credit counseling | 2.73 | 2.46 | 2.77 |
| Legal assistance for child support issues | 2.53 | 2.63 | 2.60 |
| Legal assistance for outstanding warrants/fines | 2.44 | 2.29 | 2.69 |
| Help developing social network | 2.73 | 2.58 | 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 | No |
| 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*

| Integration Scale: 1 (low) to 5 (high) | Site Mean Score | VHA (nationwide) Mean Score** |
|--|-----------------|-------------------------------|
| VA Accessibility: In general, how accessible do you feel VA services are to homeless Veterans in the community? | 3.44 | 3.56 |
| VA Service Coordination: Rate the ability of the VA to coordinate clinical services for homeless Veterans with your agency. | 3.24 | 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

| Implementation Scale 1 = None , no steps taken to initiate implementation of the strategy. 2 = Low , in planning and/or initial minor steps taken. 3 = Moderate , significant steps taken but full implementation not achieved. 4 = High , strategy fully implemented. | Site Mean Score | VHA (nationwide) Mean Score** |
|--|------------------------|--------------------------------------|
| Interagency Coordinating Body - Representatives from the VA and your agency meet formally to exchange information, do needs assessment, plan formal agreements, and promote access to services. | 2.18 | 2.57 |
| Co-location of Services - Services from the VA and your agency provided in one location. | 1.33 | 1.84 |
| Cross-Training - Staff training about the objectives, procedures and services of the VA and your agency. | 1.50 | 1.93 |
| Interagency Agreements/ Memoranda of Understanding - Formal and informal agreements between the VA and your agency covering such areas as collaboration, referrals, sharing client information, or coordinating services. | 1.83 | 2.28 |
| Interagency Client Tracking Systems/ Management Information Systems - Shared computer tracking systems that link the VA and your agency to promote information sharing, referrals, and client access. | 1.31 | 1.60 |
| Pooled/Joint Funding - Combining or layering funds from the VA and your agency to create new resources or services. | 1.35 | 1.67 |
| Uniform Applications, Eligibility Criteria, and Intake Assessments – Standardized form that the client fills out only once to apply for services at the VA and your agency. | 1.29 | 1.80 |
| Interagency Service Delivery Team/ Provider Coalition - Service team comprised of staff from the VA and your agency to assist clients with multiple needs. | 1.71 | 2.19 |
| Consolidation of Programs/ Agencies - Combining programs from the VA and your agency under one administrative structure to integrate service delivery. | 1.52 | 1.99 |
| Flexible Funding – 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. | 1.43 | 1.63 |
| Use of Special Waivers - 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. | 1.35 | 1.68 |
| System Integration Coordinator Position - A specific staff position focused on systems integration activities such as identifying agencies, staffing interagency meetings, and assisting with joint proposal development. | 1.63 | 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*

| | |
|--|--|
| Emergency (immediate) shelter | Shelter beds are available, but access is limited due lack of resources. |
| Long-term, permanent housing | HUD-VA Supported Housing program is starting with 35 new vouchers. The community has received 10 HUD Shelter Plus Care vouchers. |
| Halfway house or transitional living facility | VA Grant and Per Diem providers have been at full capacity since June of 2008. |

*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.

| | |
|------------------|--|
| Agency #1 | Russ County Community Action has maintained 12 shelter beds and work with our VA to assure Veteran access. |
| Agency #2 | (no agency identified) |
| Agency #3 | (no agency identified) |

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

| | |
|--|--|
| Long-term, permanent housing | We will implement our HUD-VASH program. |
| Transitional living facility or halfway house | We are exploring the possibility of developing a transitional bed program through our Community Residential Care Program. Hire new VA Grant Per Diem liaison to work closely with community agencies interested in applying. |
| Emergency (immediate) shelter | Continue to work with community partners to develop or improve access to emergency shelter. |

*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 10

Site: VAMC Cincinnati, OH - 539 (Ft. Thomas, KY)

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:** 1,833
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)

| Housing type | # of Veteran-specific Beds in area* | # of additional beds site could use |
|---------------------------|-------------------------------------|-------------------------------------|
| Emergency Beds | 18 | 100 |
| Transitional Housing Beds | 30 | 75 |
| Permanent Housing Beds | 215 | 50 |

*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 | 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: 87

| Need Ranking (1=Need Unmet 5= Need Met) | Site homeless Veteran mean score | Site provider mean score | VHA Mean Score (nationwide)*(all participants) |
|---|---|-------------------------------------|---|
| Personal hygiene | 3.95 | 3.52 | 3.70 |
| Food | 4.34 | 3.52 | 3.85 |
| Clothing | 3.76 | 3.21 | 3.61 |
| Emergency (immediate) shelter | 3.91 | 3.48 | 3.50 |
| Halfway house or transitional living facility | 3.95 | 3.39 | 3.35 |
| Long-term, permanent housing | 3.02 | 2.96 | 2.64 |
| Detoxification from substances | 3.76 | 3.52 | 3.59 |
| Treatment for substance abuse | 4.05 | 3.72 | 3.78 |
| Services for emotional or psychiatric problems | 3.71 | 3.71 | 3.63 |
| Treatment for dual diagnosis | 3.21 | 3.61 | 3.42 |
| Family counseling | 2.88 | 3.14 | 2.99 |
| Medical services | 3.98 | 3.69 | 3.96 |
| Women's health care | 2.86 | 3.30 | 3.09 |
| Help with medication | 3.83 | 3.45 | 3.79 |
| Drop-in center or day program | 3.26 | 3.45 | 3.08 |
| AIDS/HIV testing/counseling | 3.64 | 3.41 | 3.62 |
| TB testing | 4.00 | 3.38 | 3.96 |
| TB treatment | 3.53 | 3.38 | 3.59 |
| Hepatitis C testing | 3.76 | 3.34 | 3.73 |
| Dental care | 3.19 | 2.86 | 2.90 |
| Eye care | 3.45 | 3.00 | 3.25 |
| Glasses | 3.55 | 2.97 | 3.19 |
| VA disability/pension | 2.50 | 3.48 | 3.12 |
| Welfare payments | 2.43 | 3.15 | 2.78 |
| SSI/SSD process | 2.58 | 2.96 | 2.90 |
| Guardianship (financial) | 2.60 | 2.90 | 2.75 |
| Help managing money | 2.91 | 2.69 | 3.00 |
| Job training | 2.63 | 2.82 | 2.98 |
| Help with finding a job or getting employment | 2.89 | 3.31 | 3.12 |
| Help getting needed documents or identification | 3.44 | 3.21 | 3.52 |
| Help with transportation | 3.43 | 3.10 | 3.28 |
| Education | 3.14 | 3.00 | 3.13 |
| Child care | 2.17 | 2.68 | 2.49 |
| Family reconciliation assistance | 2.35 | 2.89 | 2.63 |
| Discharge upgrade | 2.42 | 2.75 | 2.91 |
| Spiritual | 3.70 | 3.17 | 3.51 |
| Re-entry services for incarcerated Veterans | 3.15 | 2.82 | 2.80 |
| Elder Healthcare | 2.74 | 2.89 | 3.01 |
| Credit counseling | 2.54 | 2.62 | 2.77 |
| Legal assistance for child support issues | 2.39 | 2.48 | 2.60 |
| Legal assistance for outstanding warrants/fines | 2.38 | 2.44 | 2.69 |
| Help developing social network | 3.07 | 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:

| 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 | No |
| Agencies that provide legal assistance for outstanding warrants/fines | Yes |

2. Community Ratings of VA/Community Integration*

| Integration Scale: 1 (low) to 5 (high) | Site Mean Score | VHA (nationwide) Mean Score** |
|--|------------------------|--------------------------------------|
| VA Accessibility: In general, how accessible do you feel VA services are to homeless Veterans in the community? | 4.31 | 3.56 |
| VA Service Coordination: Rate the ability of the VA to coordinate clinical services for homeless Veterans with your agency. | 4.31 | 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

| Implementation Scale 1 = None , no steps taken to initiate implementation of the strategy. 2 = Low , in planning and/or initial minor steps taken. 3 = Moderate , significant steps taken but full implementation not achieved. 4 = High , strategy fully implemented. | Site Mean Score | VHA (nationwide) Mean Score** |
|--|------------------------|--------------------------------------|
| Interagency Coordinating Body - Representatives from the VA and your agency meet formally to exchange information, do needs assessment, plan formal agreements, and promote access to services. | 3.08 | 2.57 |
| Co-location of Services - Services from the VA and your agency provided in one location. | 2.50 | 1.84 |
| Cross-Training - Staff training about the objectives, procedures and services of the VA and your agency. | 2.42 | 1.93 |
| Interagency Agreements/ Memoranda of Understanding - Formal and informal agreements between the VA and your agency covering such areas as collaboration, referrals, sharing client information, or coordinating services. | 3.00 | 2.28 |
| Interagency Client Tracking Systems/ Management Information Systems - Shared computer tracking systems that link the VA and your agency to promote information sharing, referrals, and client access. | 2.32 | 1.60 |
| Pooled/Joint Funding - Combining or layering funds from the VA and your agency to create new resources or services. | 2.56 | 1.67 |
| Uniform Applications, Eligibility Criteria, and Intake Assessments – Standardized form that the client fills out only once to apply for services at the VA and your agency. | 2.20 | 1.80 |
| Interagency Service Delivery Team/ Provider Coalition - Service team comprised of staff from the VA and your agency to assist clients with multiple needs. | 2.88 | 2.19 |
| Consolidation of Programs/ Agencies - Combining programs from the VA and your agency under one administrative structure to integrate service delivery. | 2.42 | 1.99 |
| Flexible Funding – 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. | 2.40 | 1.63 |
| Use of Special Waivers - 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. | 2.62 | 1.68 |
| System Integration Coordinator Position - A specific staff position focused on systems integration activities such as identifying agencies, staffing interagency meetings, and assisting with joint proposal development. | 2.48 | 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*

| | |
|-------------------------------------|---|
| Long-term, permanent housing | HUD-VA Supported Housing program received 70 additional vouchers to provide permanent housing for Veterans. New HUD-VA Supported Housing case managers hired. |
| VA disability/pension | Benefits counselor provides ongoing education at local shelter on a monthly basis with referrals to VA to complete applications. |
| Job training | VA Compensated Work Therapy program continues to grow, providing opportunities for Veterans to move into full-time permanent jobs in the community and at the VA. |

***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.

| | |
|------------------|---|
| Agency #1 | Goodwill Industries HRVP (Department of Labor Homeless Veterans Reintegration Program) staff visit homeless shelters to sign up Veterans for job training, employment, and case management. |
| Agency #2 | Cincinnati Metropolitan Housing recently awarded 70 Section 8 vouchers to our HUD-VA Supported Housing program to place homeless Veterans into case-managed permanent housing. |
| Agency #3 | (no agency identified) |

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

| | |
|---|--|
| <p>Emergency (immediate) shelter</p> | <p>In light of the present economic crisis faced by the nation, several emergency shelters closed their doors, creating a need. There are no "Veterans only" emergency shelter. Through HUD Continuum of Care and other local agencies, this problem is being addressed. We will advocate for more emergency shelters through the local group of community providers.</p> |
| <p>Long-term, permanent housing</p> | <p>HUD-VASH will continue to advocate for additional housing vouchers. Through our outreach efforts, more Veterans will be identified to move into permanent housing. Goodwill Industries received a grant to assist Veterans in locating and paying for permanent housing. This program will also have a staff to case manage Veterans in their home.</p> |
| <p>Job training</p> | <p>Goodwill Industries Department of Labor Homeless Veterans Reintegration Program will increase their staff to provide job training to Veterans on our campus. There is an Upward Bound Program that serves fifteen counties in the Tri-State area. This program is designed to help Veterans to increase their academic skills and successfully complete college or vocational training.</p> |

***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 10

Site: VAMC Cleveland, OH - 541, (Brecksville, OH)

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: 605
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: 16

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 | 150 |
| Transitional Housing Beds | 142 | 20 |
| Permanent Housing Beds | 184 | 600 |

*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 | 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: 169

| Need Ranking (1=Need Unmet 5= Need Met) | Site homeless Veteran mean score | Site provider mean score | VHA Mean Score (nationwide)*(all participants) |
|---|---|-------------------------------------|---|
| Personal hygiene | 3.96 | 3.57 | 3.70 |
| Food | 4.21 | 3.87 | 3.85 |
| Clothing | 3.61 | 3.55 | 3.61 |
| Emergency (immediate) shelter | 4.14 | 3.95 | 3.50 |
| Halfway house or transitional living facility | 3.57 | 3.57 | 3.35 |
| Long-term, permanent housing | 2.61 | 2.96 | 2.64 |
| Detoxification from substances | 4.06 | 3.65 | 3.59 |
| Treatment for substance abuse | 4.18 | 4.04 | 3.78 |
| Services for emotional or psychiatric problems | 3.85 | 4.13 | 3.63 |
| Treatment for dual diagnosis | 3.62 | 3.91 | 3.42 |
| Family counseling | 2.98 | 3.26 | 2.99 |
| Medical services | 4.24 | 4.22 | 3.96 |
| Women's health care | 2.83 | 3.64 | 3.09 |
| Help with medication | 3.96 | 4.13 | 3.79 |
| Drop-in center or day program | 3.14 | 3.09 | 3.08 |
| AIDS/HIV testing/counseling | 3.59 | 3.87 | 3.62 |
| TB testing | 4.02 | 4.04 | 3.96 |
| TB treatment | 3.41 | 3.91 | 3.59 |
| Hepatitis C testing | 3.64 | 3.87 | 3.73 |
| Dental care | 3.36 | 3.43 | 2.90 |
| Eye care | 3.83 | 3.74 | 3.25 |
| Glasses | 3.88 | 3.70 | 3.19 |
| VA disability/pension | 2.83 | 3.83 | 3.12 |
| Welfare payments | 2.38 | 2.87 | 2.78 |
| SSI/SSD process | 2.60 | 3.22 | 2.90 |
| Guardianship (financial) | 2.63 | 3.04 | 2.75 |
| Help managing money | 3.00 | 3.22 | 3.00 |
| Job training | 2.78 | 3.13 | 2.98 |
| Help with finding a job or getting employment | 2.87 | 3.04 | 3.12 |
| Help getting needed documents or identification | 3.96 | 3.57 | 3.52 |
| Help with transportation | 3.54 | 3.48 | 3.28 |
| Education | 2.99 | 3.00 | 3.13 |
| Child care | 2.46 | 2.45 | 2.49 |
| Family reconciliation assistance | 2.65 | 2.74 | 2.63 |
| Discharge upgrade | 2.62 | 3.22 | 2.91 |
| Spiritual | 3.86 | 3.30 | 3.51 |
| Re-entry services for incarcerated Veterans | 2.73 | 3.48 | 2.80 |
| Elder Healthcare | 2.84 | 3.52 | 3.01 |
| Credit counseling | 2.85 | 2.48 | 2.77 |
| Legal assistance for child support issues | 2.61 | 2.43 | 2.60 |
| Legal assistance for outstanding warrants/fines | 2.92 | 2.70 | 2.69 |
| Help developing social network | 3.27 | 3.00 | 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 | No |
| 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 | Yes |

2. Community Ratings of VA/Community Integration*

| Integration Scale: 1 (low) to 5 (high) | Site Mean Score | VHA (nationwide) Mean Score** |
|--|-----------------|-------------------------------|
| VA Accessibility: In general, how accessible do you feel VA services are to homeless Veterans in the community? | 3.91 | 3.56 |
| VA Service Coordination: Rate the ability of the VA to coordinate clinical services for homeless Veterans with your agency. | 4.05 | 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

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| Interagency Coordinating Body - Representatives from the VA and your agency meet formally to exchange information, do needs assessment, plan formal agreements, and promote access to services. | 3.16 | 2.57 |
| Co-location of Services - Services from the VA and your agency provided in one location. | 2.47 | 1.84 |
| Cross-Training - Staff training about the objectives, procedures and services of the VA and your agency. | 2.18 | 1.93 |
| Interagency Agreements/ Memoranda of Understanding - Formal and informal agreements between the VA and your agency covering such areas as collaboration, referrals, sharing client information, or coordinating services. | 3.00 | 2.28 |
| Interagency Client Tracking Systems/ Management Information Systems - Shared computer tracking systems that link the VA and your agency to promote information sharing, referrals, and client access. | 2.00 | 1.60 |
| Pooled/Joint Funding - Combining or layering funds from the VA and your agency to create new resources or services. | 2.16 | 1.67 |
| Uniform Applications, Eligibility Criteria, and Intake Assessments – Standardized form that the client fills out only once to apply for services at the VA and your agency. | 2.37 | 1.80 |
| Interagency Service Delivery Team/ Provider Coalition - Service team comprised of staff from the VA and your agency to assist clients with multiple needs. | 2.83 | 2.19 |
| Consolidation of Programs/ Agencies - Combining programs from the VA and your agency under one administrative structure to integrate service delivery. | 2.26 | 1.99 |
| Flexible Funding – 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. | 1.84 | 1.63 |
| Use of Special Waivers - 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. | 1.68 | 1.68 |
| System Integration Coordinator Position - A specific staff position focused on systems integration activities such as identifying agencies, staffing interagency meetings, and assisting with joint proposal development. | 2.00 | 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*

| | |
|--|---|
| Long-term, permanent housing | New permanent housing program opened and is currently housing 23 Veterans. Another site is opening soon and will house another 20 Veterans. |
| Re-entry services for incarcerated veterans | VA will continue to: collaborate with VA incarcerated Veterans specialist; participate in local re-entry task force; advocate with landlords and employers; facilitate groups that assist ex-offenders; and provide supportive services to recently-released Veterans |
| Help with transportation | VA will continue to collaborate with county Veterans service commission to get bus tickets, and advocate with local transit authority and other groups for assistance. |

***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.

| | |
|------------------|--|
| Agency #1 | Mental Health Services (Cleveland) assists in providing support services to our Veterans in permanent housing. It helps the VA identify Veterans in the community. |
| Agency #2 | EDEN (Emerald Development and Economic Network) houses homeless Veterans in permanent housing. |
| Agency #3 | Cuyahoga Metropolitan Housing Authority has helped us with HUD-VA Supported Housing Section 8 vouchers. |

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

| | |
|---|---|
| <p>Long-term, permanent housing</p> | <p>1) Continue involvement with local Housing First initiative to expand permanent supported housing in the community. 2) Utilize the 105 HUD-VASH vouchers that were provided with case management services. (3) Explore the feasibility of utilizing HUD-VASH vouchers in project0based supportive housing.</p> |
| <p>Job training</p> | <p>1) Increase referrals to the job training programs in the community. 2) Increase referrals to VA Compensated Work Therapy/Supported Employment. 3) Work with community agencies in getting Veterans to start/complete their education.</p> |
| <p>Help with finding a job or getting employment</p> | <p>Increase utilization of North Point and Volunteers of America (two programs that focus on returning people to work).</p> |

***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 10

Site: VAMC Dayton, OH - 552

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:** 108
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)

| Housing type | # of Veteran-specific Beds in area* | # of additional beds site could use |
|---------------------------|-------------------------------------|-------------------------------------|
| Emergency Beds | 0 | 30 |
| Transitional Housing Beds | 35 | 70 |
| Permanent Housing Beds | 55 | 20 |

*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 | No |
| Permanent Housing Beds | Yes |

*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: 44

| Need Ranking (1=Need Unmet 5= Need Met) | Site homeless Veteran mean score | Site provider mean score | VHA Mean Score (nationwide)*(all participants) |
|---|---|-------------------------------------|---|
| Personal hygiene | 3.57 | 3.58 | 3.70 |
| Food | 3.23 | 4.25 | 3.85 |
| Clothing | 3.14 | 4.25 | 3.61 |
| Emergency (immediate) shelter | 3.00 | 4.08 | 3.50 |
| Halfway house or transitional living facility | 3.24 | 3.67 | 3.35 |
| Long-term, permanent housing | 3.23 | 3.18 | 2.64 |
| Detoxification from substances | 3.76 | 3.58 | 3.59 |
| Treatment for substance abuse | 4.08 | 3.75 | 3.78 |
| Services for emotional or psychiatric problems | 3.63 | 3.75 | 3.63 |
| Treatment for dual diagnosis | 3.60 | 3.83 | 3.42 |
| Family counseling | 3.44 | 2.91 | 2.99 |
| Medical services | 3.78 | 4.33 | 3.96 |
| Women's health care | 2.58 | 3.00 | 3.09 |
| Help with medication | 3.97 | 3.36 | 3.79 |
| Drop-in center or day program | 4.20 | 3.55 | 3.08 |
| AIDS/HIV testing/counseling | 4.25 | 4.00 | 3.62 |
| TB testing | 4.22 | 3.92 | 3.96 |
| TB treatment | 4.09 | 3.92 | 3.59 |
| Hepatitis C testing | 4.13 | 3.75 | 3.73 |
| Dental care | 2.67 | 3.08 | 2.90 |
| Eye care | 3.65 | 3.17 | 3.25 |
| Glasses | 3.86 | 3.00 | 3.19 |
| VA disability/pension | 3.30 | 3.92 | 3.12 |
| Welfare payments | 2.91 | 3.50 | 2.78 |
| SSI/SSD process | 3.04 | 3.75 | 2.90 |
| Guardianship (financial) | 3.63 | 3.18 | 2.75 |
| Help managing money | 3.25 | 3.18 | 3.00 |
| Job training | 3.00 | 4.00 | 2.98 |
| Help with finding a job or getting employment | 3.21 | 3.83 | 3.12 |
| Help getting needed documents or identification | 4.32 | 4.09 | 3.52 |
| Help with transportation | 3.70 | 3.83 | 3.28 |
| Education | 3.74 | 3.08 | 3.13 |
| Child care | 3.00 | 2.83 | 2.49 |
| Family reconciliation assistance | 3.38 | 2.75 | 2.63 |
| Discharge upgrade | 3.05 | 3.67 | 2.91 |
| Spiritual | 3.88 | 3.25 | 3.51 |
| Re-entry services for incarcerated Veterans | 3.64 | 3.00 | 2.80 |
| Elder Healthcare | 4.00 | 3.50 | 3.01 |
| Credit counseling | 3.46 | 2.64 | 2.77 |
| Legal assistance for child support issues | 3.27 | 2.91 | 2.60 |
| Legal assistance for outstanding warrants/fines | 3.57 | 2.83 | 2.69 |
| Help developing social network | 3.78 | 3.50 | 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) | No |
| Psychiatric/substance abuse inpatient (hospitals, wards) | Yes |
| Nursing homes | Yes |
| Faith-based organizations | No |
| 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*

| Integration Scale: 1 (low) to 5 (high) | Site Mean Score | VHA (nationwide) Mean Score** |
|--|------------------------|--------------------------------------|
| VA Accessibility: In general, how accessible do you feel VA services are to homeless Veterans in the community? | 4.33 | 3.56 |
| VA Service Coordination: Rate the ability of the VA to coordinate clinical services for homeless Veterans with your agency. | 4.50 | 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

| Implementation Scale 1 = None , no steps taken to initiate implementation of the strategy. 2 = Low , in planning and/or initial minor steps taken. 3 = Moderate , significant steps taken but full implementation not achieved. 4 = High , strategy fully implemented. | Site Mean Score | VHA (nationwide) Mean Score** |
|--|------------------------|--------------------------------------|
| Interagency Coordinating Body - Representatives from the VA and your agency meet formally to exchange information, do needs assessment, plan formal agreements, and promote access to services. | 3.29 | 2.57 |
| Co-location of Services - Services from the VA and your agency provided in one location. | 1.43 | 1.84 |
| Cross-Training - Staff training about the objectives, procedures and services of the VA and your agency. | 2.14 | 1.93 |
| Interagency Agreements/ Memoranda of Understanding - Formal and informal agreements between the VA and your agency covering such areas as collaboration, referrals, sharing client information, or coordinating services. | 3.71 | 2.28 |
| Interagency Client Tracking Systems/ Management Information Systems - Shared computer tracking systems that link the VA and your agency to promote information sharing, referrals, and client access. | 1.86 | 1.60 |
| Pooled/Joint Funding - Combining or layering funds from the VA and your agency to create new resources or services. | 1.71 | 1.67 |
| Uniform Applications, Eligibility Criteria, and Intake Assessments – Standardized form that the client fills out only once to apply for services at the VA and your agency. | 2.14 | 1.80 |
| Interagency Service Delivery Team/ Provider Coalition - Service team comprised of staff from the VA and your agency to assist clients with multiple needs. | 3.14 | 2.19 |
| Consolidation of Programs/ Agencies - Combining programs from the VA and your agency under one administrative structure to integrate service delivery. | 2.71 | 1.99 |
| Flexible Funding – 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. | 1.71 | 1.63 |
| Use of Special Waivers - 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. | 1.14 | 1.68 |
| System Integration Coordinator Position - A specific staff position focused on systems integration activities such as identifying agencies, staffing interagency meetings, and assisting with joint proposal development. | 2.14 | 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*

| | |
|--|---|
| Long-term, permanent housing | Our VA was awarded 35 HUD-VA Supported Housing vouchers. Also, Miami Valley Housing Opportunities opened 27 permanent housing beds for women. |
| Emergency (immediate) shelter | Gateway Shelter is expanding to a second site which will increase the number of local emergency beds. |
| Halfway house or transitional living facility | Two new VA Grant and Per Diem programs are now open. |

*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.

| | |
|------------------|--|
| Agency #1 | Miami Valley Housing Opportunities opened 27 units of permanent housing for female Veterans on our VA grounds. |
| Agency #2 | The Other Place opened ten VA Grant and Per Diem beds. Its staff also provide supervision to the new Miami Valley Housing Opportunities 27-unit SRO (single room occupancy) on our VA grounds. |
| Agency #3 | (no agency identified) |

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

| | |
|--------------------------------------|--|
| Dental care | Refer to Emergency Housing Coalition. Make Veterans aware of resources in community for dental care. |
| Long-term, permanent housing | St. Mary's Corp. is planning to build low- income housing on our VA's grounds. |
| Emergency (immediate) shelter | Community is planning to add more shelter beds this year. |

*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 10

Site: VAOPC Columbus, OH - 757, (Grove City, OH)

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:** 134
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:** 2

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 | 5 | 40 |
| Transitional Housing Beds | 40 | 15 |
| Permanent Housing Beds | 30 | 100 |

*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 | 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: 49

| Need Ranking (1=Need Unmet 5= Need Met) | Site homeless Veteran mean score | Site provider mean score | VHA Mean Score (nationwide)*(all participants) |
|---|---|-------------------------------------|---|
| Personal hygiene | 3.23 | 3.04 | 3.70 |
| Food | 3.59 | 3.64 | 3.85 |
| Clothing | 3.45 | 3.72 | 3.61 |
| Emergency (immediate) shelter | 3.55 | 3.92 | 3.50 |
| Halfway house or transitional living facility | 3.50 | 3.38 | 3.35 |
| Long-term, permanent housing | 2.29 | 2.88 | 2.64 |
| Detoxification from substances | 3.86 | 3.62 | 3.59 |
| Treatment for substance abuse | 3.82 | 3.73 | 3.78 |
| Services for emotional or psychiatric problems | 3.73 | 3.65 | 3.63 |
| Treatment for dual diagnosis | 3.40 | 3.58 | 3.42 |
| Family counseling | 2.71 | 3.08 | 2.99 |
| Medical services | 4.00 | 3.73 | 3.96 |
| Women's health care | 1.88 | 3.13 | 3.09 |
| Help with medication | 4.05 | 3.58 | 3.79 |
| Drop-in center or day program | 3.12 | 2.69 | 3.08 |
| AIDS/HIV testing/counseling | 3.85 | 3.65 | 3.62 |
| TB testing | 4.19 | 4.00 | 3.96 |
| TB treatment | 3.65 | 3.85 | 3.59 |
| Hepatitis C testing | 3.86 | 3.85 | 3.73 |
| Dental care | 3.57 | 2.96 | 2.90 |
| Eye care | 3.91 | 3.58 | 3.25 |
| Glasses | 3.86 | 3.42 | 3.19 |
| VA disability/pension | 2.68 | 3.62 | 3.12 |
| Welfare payments | 2.29 | 3.24 | 2.78 |
| SSI/SSD process | 2.71 | 3.08 | 2.90 |
| Guardianship (financial) | 2.00 | 3.12 | 2.75 |
| Help managing money | 3.00 | 2.73 | 3.00 |
| Job training | 2.81 | 3.23 | 2.98 |
| Help with finding a job or getting employment | 2.85 | 3.31 | 3.12 |
| Help getting needed documents or identification | 3.73 | 3.42 | 3.52 |
| Help with transportation | 3.14 | 3.00 | 3.28 |
| Education | 3.17 | 3.04 | 3.13 |
| Child care | 2.00 | 2.52 | 2.49 |
| Family reconciliation assistance | 2.07 | 2.75 | 2.63 |
| Discharge upgrade | 2.50 | 3.20 | 2.91 |
| Spiritual | 3.43 | 3.08 | 3.51 |
| Re-entry services for incarcerated Veterans | 2.93 | 3.23 | 2.80 |
| Elder Healthcare | 2.92 | 3.13 | 3.01 |
| Credit counseling | 2.69 | 2.76 | 2.77 |
| Legal assistance for child support issues | 2.56 | 2.44 | 2.60 |
| Legal assistance for outstanding warrants/fines | 2.35 | 2.68 | 2.69 |
| Help developing social network | 3.00 | 2.92 | 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 | No |
| 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*

| Integration Scale: 1 (low) to 5 (high) | Site Mean Score | VHA (nationwide) Mean Score** |
|--|-----------------|-------------------------------|
| VA Accessibility: In general, how accessible do you feel VA services are to homeless Veterans in the community? | 4.12 | 3.56 |
| VA Service Coordination: Rate the ability of the VA to coordinate clinical services for homeless Veterans with your agency. | 4.08 | 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

| Implementation Scale 1 = None , no steps taken to initiate implementation of the strategy. 2 = Low , in planning and/or initial minor steps taken. 3 = Moderate , significant steps taken but full implementation not achieved. 4 = High , strategy fully implemented. | Site Mean Score | VHA (nationwide) Mean Score** |
|--|------------------------|--------------------------------------|
| Interagency Coordinating Body - Representatives from the VA and your agency meet formally to exchange information, do needs assessment, plan formal agreements, and promote access to services. | 3.23 | 2.57 |
| Co-location of Services - Services from the VA and your agency provided in one location. | 2.52 | 1.84 |
| Cross-Training - Staff training about the objectives, procedures and services of the VA and your agency. | 1.95 | 1.93 |
| Interagency Agreements/ Memoranda of Understanding - 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 |
| Interagency Client Tracking Systems/ Management Information Systems - Shared computer tracking systems that link the VA and your agency to promote information sharing, referrals, and client access. | 1.90 | 1.60 |
| Pooled/Joint Funding - Combining or layering funds from the VA and your agency to create new resources or services. | 2.10 | 1.67 |
| Uniform Applications, Eligibility Criteria, and Intake Assessments – Standardized form that the client fills out only once to apply for services at the VA and your agency. | 2.14 | 1.80 |
| Interagency Service Delivery Team/ Provider Coalition - Service team comprised of staff from the VA and your agency to assist clients with multiple needs. | 2.62 | 2.19 |
| Consolidation of Programs/ Agencies - Combining programs from the VA and your agency under one administrative structure to integrate service delivery. | 2.45 | 1.99 |
| Flexible Funding – 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. | 2.05 | 1.63 |
| Use of Special Waivers - 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. | 2.33 | 1.68 |
| System Integration Coordinator Position - A specific staff position focused on systems integration activities such as identifying agencies, staffing interagency meetings, and assisting with joint proposal development. | 2.81 | 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*

| | |
|--|---|
| Help with transportation | Franklin County Veterans Service Commission (VSC) provides bus passes for VA appointments and cab vouchers for Veterans with special needs. |
| Re-entry services for incarcerated veterans | A VA social worker maintains regular contact with the VISN incarcerated Veterans re-entry specialist. |
| Dental Care | The Franklin County Veterans Service Commission and Healthcare for the Homeless provides dental care on a limited basis to 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.

| | |
|------------------|--|
| Agency #1 | Franklin County Veterans Service Commission (VSC) provides bus passes for VA appointments and cab vouchers for Veterans with special needs. VSC also provides Veterans with annual dental check-ups and up to \$1200 of dental work. |
| Agency #2 | (no agency identified) |
| Agency #3 | (no agency identified) |

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

| | |
|---|---|
| Long-term, permanent housing | Columbus VAOPC will receive 35 HUD-VASH vouchers to be utilized by Veterans. |
| Services for emotional or psychiatric problems | Feedback from the community indicates that VAOPC case management is beneficial to Veterans transitioning out of homelessness. Veterans housed through the HUD-VASH program and at our supported housing have VAOPC case management. |
| Help with finding a job or getting employment | Veterans will be referred to community resources, such as the Ohio Department of Job and Family Services representative, the Volunteers of America residential employment program, the local Department of Labor Homeless Veterans Reintegration Program. |

*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.