



Ending Homelessness in Washington
D.C.
Lessons Learned from a Sister City



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AGENDA

Welcome and Introductions

DC in Review

Regional Coordination

HUD-VASH and SSVF

Outreach

Q&A

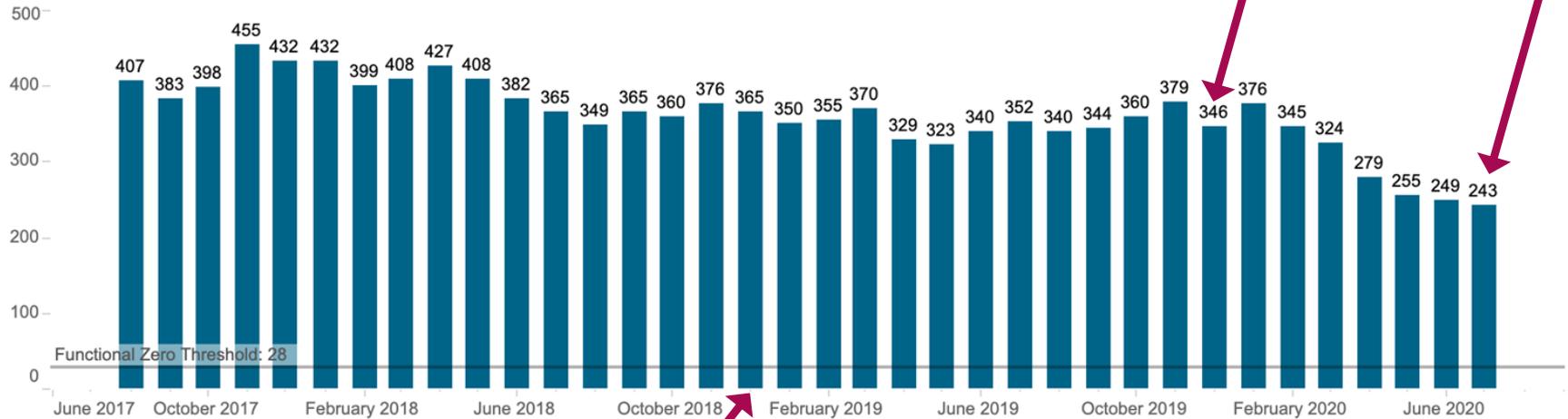
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DC in Review

D.C.'s Progress Over the Past 2 Years

Actively Homeless Population Monthly count for Veteran subpopulation(s)



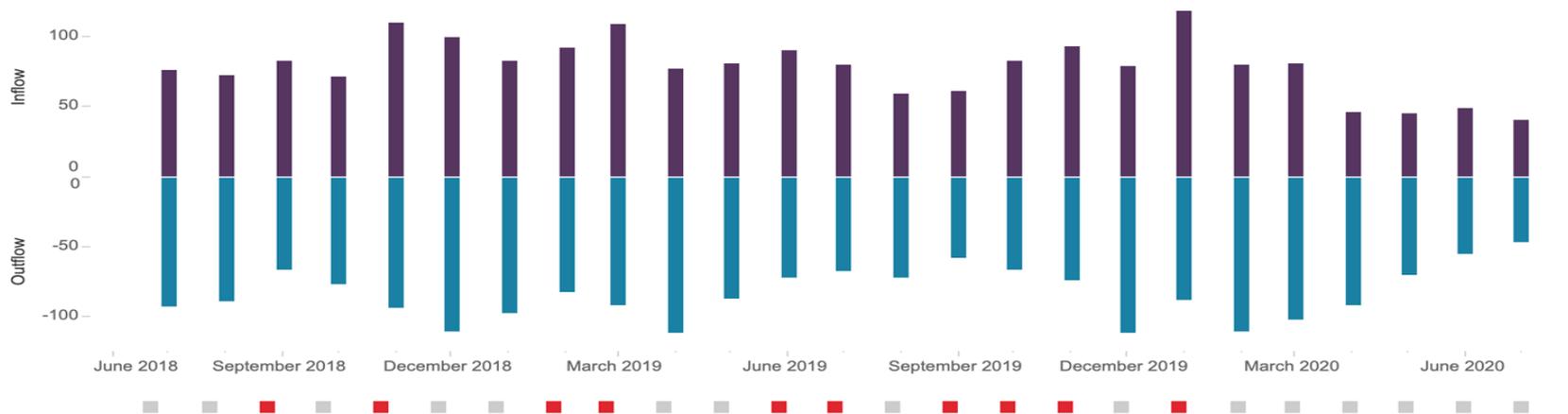
December 2018

December 2019

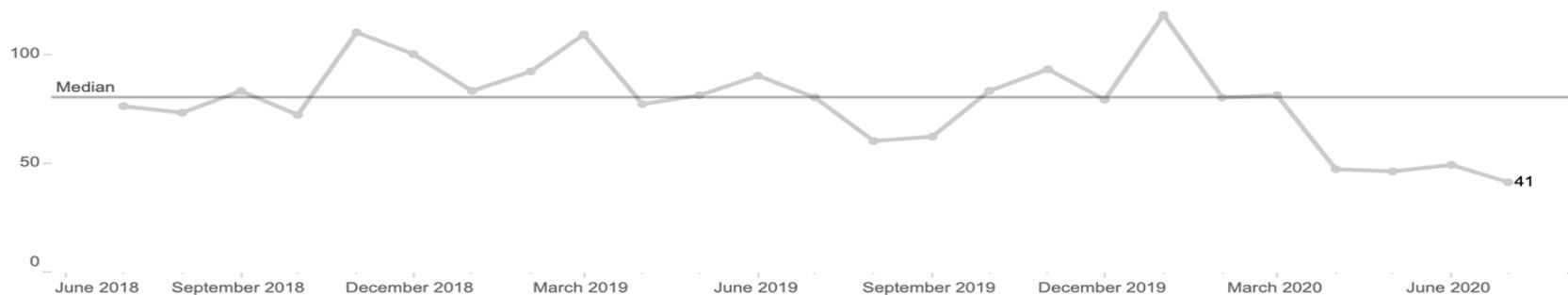
July 2020

D.C.'s Inflow vs. Outflow

Monthly Inflow & Outflow Red square at bottom indicates **Inflow** exceeded **Outflow**



Inflow Total Use drop-down at right to adjust metric displayed



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2

Regional Coordination

Regional Coordination

Challenges Faced

- Inflow is a significant challenge in the District
- The District draws in individuals/veterans from surrounding counties due to:
 - Right to shelter laws
 - Largest number of shelter beds in the area
 - Largest number of GPD Beds in the area
 - Other resources
- We surveyed Veterans at one GPD provider to determine where they were staying prior to GPD entry:
 - 46% came from outside of the District
 - A majority of those individuals came from neighboring counties

Regional Coordination

Actions Taken

- Data Collection + Referral
 - Added residency questions to the Veteran TH intake in HMIS
 - Where they were housed or experiencing homelessness prior to entry
 - Where they would like to be housed
 - If the veteran came from a surrounding county, we work with that county and providers working with the client to see if it is appropriate for the veteran to be added back to their BNL
 - DC would continue to provide the veteran transitional housing in the District
- Data Sharing
 - Tested data sharing with a surrounding county
- Policy Development
 - Tested detailed policy creation with a surrounding county
 - Added to case conferencing criteria for our DC CAHP System

Regional Coordination

Lessons Learned

- Successes:
 - This policy has been very successful overall
 - Veterans from around the metropolitan area have been re-connected to their home jurisdiction's BNL, if that is where they want to reside
- There's still work to do:
 - There are different policies in different counties that we have to navigate
 - We are currently only implementing this in Veteran specific TH programs

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3

HUD-VASH and SSVF

HUD-VASH and SSVF

Challenges Faced

- SSVF Housing Placements
 - Need for SSVF housing placements to increase
- Un-utilized VASH Vouchers
 - Unable to match all available HUD-VASH vouchers in our community due to staffing challenges

HUD-VASH and SSVF

Actions Taken

- SSVF Housing Placements
 - Our local SSVF providers set a collaborative goal of housing at least 15 veterans a month from the DC BNL. We track this on a monthly basis and discuss strategies when the goal is not met.
- Un-utilized VASH Vouchers
 - SSVF providers and the HUD-VASH team have developed a partnership to utilize SSVF case management
 - Brainstormed ideas to help expedite hiring

HUD-VASH and SSVF

Lessons Learned

- SSVF Housing Placements
 - Set Community Wide goals
- Un-utilized VASH Vouchers
 - Coordination and communication is key!
 - Create strong relationships and partnerships

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Outreach

Outreach

Challenges Faced

- Veteran Specific Outreach:
 - Some veterans were being engaged by multiple different agencies, while other were being missed
- Non-Veteran Specific Outreach:
 - Non-veteran specific outreach teams/providers were not always aware of the resources available to veterans and how to connect them to these resources

Outreach

Actions Taken

- Veteran Outreach Coverage
 - Assigned each provider catchment areas and generated outreach/inreach schedule
- Non-Veteran Specific Outreach
 - Developed HMIS data entry workflow for outreach providers to ensure veterans were added to BNL automatically
 - Mapped out process for how veterans identified by outreach teams could get connected to VA team so Veteran status can be verified
 - Invited outreach providers to attend Veteran CAHP meetings
 - Created Veteran CAHP 101 Training for all Veteran providers and non-veteran outreach providers

Outreach

Lessons Learned

- Successes:
 - Increased coordination between providers
 - Lack of overlap
 - Presence from our singles outreach teams at our CAHP meetings
 - Non-Veteran providers making direct connections to veteran programs
- There is still work to do:
 - Coordination is always a work in progress

Q&A

Thank You!