



VA's One Team Operational Framework for Ending Veteran Homelessness



The VA Homeless Program Office's (HPO) new One Team Operational Framework directly supports this goal through a coordinated, community-wide approach that rapidly connects Veterans to health care and housing services.










HPO Strategic Priorities

The One Team Operational Framework is powered by four strategic priorities—essential values and behaviors needed to truly end Veteran homelessness.

1. **Reaching Every Corner:** Comprehensive for all Veterans
2. **No Delay, No Denial:** Same-day housing for every Veteran
3. **Fast-Track Housing:** Enrollment strategies for immediate move-in
4. **Beyond Housing:** Empowering Veterans with tenancy through VA support

HPO Operational Outcomes and Standards

This set of outcomes and standards reflects VA's current priorities. When communities achieve these, they are considered to have effectively ended Veteran homelessness. Together, the operational outcomes and standards serve as tools for ongoing assessment, helping communities reduce the number of Veterans experiencing homelessness and build lasting, responsive systems.

OPERATIONAL OUTCOMES	STANDARDS
 All Veterans experiencing homelessness are identified and engaged.	 Standard A - Reduction in Veteran Homelessness: The number of Veterans experiencing homelessness has decreased over the last 12 months, and fewer than 2% of unsheltered Veterans remain homeless.
 Capacity exists to immediately offer low-barrier interim housing to any unsheltered Veteran while assisting them in obtaining permanent housing.	 Standard B - Timeliness of Housing Placement: Veterans gain access to permanent housing within an average of 120 days or less from program entry to move-in.
 Systems ensure Veterans are rapidly placed into permanent housing, removing barriers and applying housing-focused principles.	 Standard C - Housing Capacity: The number of Veterans exiting to permanent housing over the last 90 days is at least equal to or greater than the number entering homelessness.
 Communities connect Veterans to VA health care and other services for lasting housing stability.	 Standard D - Returns to Homelessness: Fewer than 10% of Veterans return to homelessness within 12 months.
 Resources, partnerships, and plans are in place to sustain efforts and address future needs.	

HPO's One Team Domains

While the Operational Outcomes and Standards articulate our goals, the HPO Domains provide the actionable steps necessary for successful implementation.

DOMAIN 1	Leadership Structure: Dedicated cross-partner leadership teams focused on improving services and housing outcomes for homeless and at-risk Veterans.
DOMAIN 2	Outreach, Engagement and Same-Day Access: Coordinated outreach and engagement strategies that ensure all Veterans have direct access to health care and housing services.
DOMAIN 3	By Name List Management: Use of By Name Lists to manage care coordination, prioritization policies, and Veteran outcomes.
DOMAIN 4	Coordinated Entry and Housing Focused Systems: Access and referral protocol that expedites housing linkages across access points and partners.
DOMAIN 5	One Team Housing Fundamentals: Elevating coordination, referral, enrollment, and housing navigation services to expedite housing placements and retention supports.
DOMAIN 6	Case Conferencing and Barrier Busting: Use of community-wide case conferencing to bust barriers and overcome Veteran-level housing challenges and delays in care.
DOMAIN 7	Sustaining Long-Term Tenancies: Coordinated strategies to promote Veteran access to complementary and primary services that support tenancies.

How it all Fits Together

