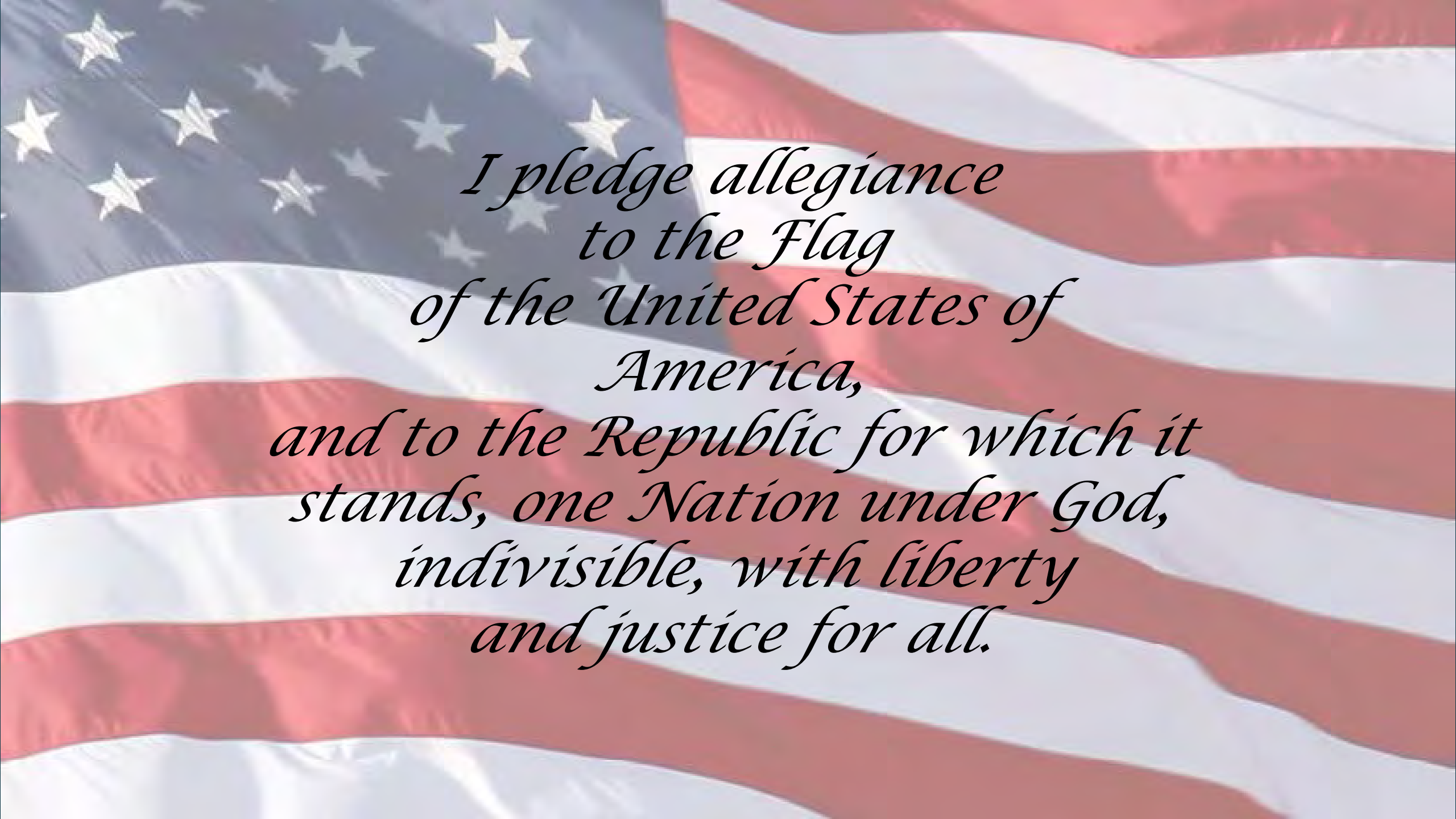


19th Veterans and Community Oversight and Engagement Board

WELCOME

The background of the image is a close-up, slightly blurred view of the American flag. The stars and stripes are visible, with the blue field of stars on the left and the red and white stripes on the right. The flag appears to be waving or draped.

*I pledge allegiance
to the Flag
of the United States of
America,
and to the Republic for which it
stands, one Nation under God,
indivisible, with liberty
and justice for all.*

19th VCOEB

Rules of Engagement

To the greatest extent possible please hold all questions until the presentations are complete.

- ▶ The Chair will ask for questions and/or comments throughout the meeting.
- ▶ Turn your name card on its end to signify to the Chair your desire to provide comment or ask a question.
- ▶ Allow DFO/VCOEB Chair to yield the floor to you prior to speaking
- ▶ Please help our minute takers and identify yourself prior to speaking
- ▶ Allow the DFO support team to provide a microphone to you prior to speaking (This meeting is being broadcast via WebEx)
- ▶ **Note: This meeting is being recorded.**

19th Veterans and Community Oversight and Engagement Board

Join via WEBEX

Join from the meeting link:

<https://veteransaffairs.webex.com/veteransaffairs/j.php?MTID=me553431bd297c23c9979e9e0991e776b>

Join by meeting number

Meeting Number: (access Code) 2764 293 4373

Meeting Password: ADanwBJ6\$34

Tap to join from a mobile device (attendees only)

14043971596,,2764293437## USA Toll Number

Join by phone

+14043971596 USA Toll Number

Global call-in numbers | Toll-free calling restrictions

Join from a video system or application:

Dial [27642934373@veteransaffairs.webex.com](https://veteransaffairs.webex.com).

You can also dial 207.182.190.20 and enter your meeting number.

Need help? Go to <https://help.webex.com>



Francisco Juarez	12:35 a.m.
Rob Reynolds	12:40 a.m.
John Oppenheim	12:45 a.m.
Alfred Areyan	12:50 a.m.
Lawrence Loughlin	12:55 a.m.
Jerry <u>Orlemann</u> (virtual)	1:00 a.m.
Austin Harvill	1:05 a.m.
	1:10 a.m.
	1:15 a.m.
	1:20 a.m.
	1:25 a.m.
	1:30 a.m.
	1:35 a.m.

19th VCOEB
Registered Public Comment
15 February 2023

When the DFO turns his name card on its end, it signifies **1-minute** remaining



Federal Advisory Committee Act 101

What is the Federal Advisory Committee Act (FACA)?

The Federal Advisory Committee Act is a Federal statute that governs the **establishment, termination and management** of Federal Advisory Committees (FAC). Enacted to promote openness and **transparency** and **accountability** to regulate the number and duration of FACs.

When does FACA apply?

FACA applies to all groups with at least one non-Federal employee established or utilized by an agency to obtain advice or recommendations, unless an exception applies.

What are Federal Advisory Committee requirements?

- Signed/filed Charter;
- Designated Federal Officer (DFO);
- Public meetings with agenda announced in Federal Register 15 days in advance of the meeting and an opportunity for public to speak or submit written comments;
- Balanced membership; and
- Records maintained and available for public inspection.



Federal Advisory Committee Act 101

What constitutes a Federal Advisory Committee (FAC) meeting?

- A published Federal Register Notice of Meeting
 - Open, Closed or Partially Closed
- A Designated Federal Officer (DFO)
- A FACA Committee that:
 - Meets in-person, virtual or through tele- and video-conference
 - Provides advice or recommendations
- A quorum unless otherwise established in the Committee's charter or legislation.
 - Majority (more than one half) of the committee's authorized membership including ex-officio members (i.e. 50% plus one)
- An approved agenda



Federal Advisory Committee Act 101

What constitutes a “closed” meeting?

FAC meetings may also be closed in whole or in part under limited circumstances, such as when discussing trade secrets, personal information, and criminal matters.

Per FACA, there are three common exemptions to “close” a meeting:

- Discussion of classified information
- Reviews of proprietary data submitted in support of Federal grant applications (i.e., research committee)
- Deliberations involving considerations of personal privacy (i.e., Veterans’ PII, VA Medical Center tours, etc.)

Note: OGC must concur on the meeting closure.



Federal Advisory Committee Act 101

May FACs ever meet privately?

Yes. According to the FACA Final Rule, FACs can conduct two types of work without a public meeting:

1) Preparatory work.

- a) Two or more Committee or Subcommittee members gather to solely gather information, conduct research, analyze relevant issues, facts in preparation for a FAC meeting or to draft papers for deliberation by FAC; and
- b) Since this isn't a FAC meeting, a submission to the Federal Register is not required.

and

2) Administrative work. Two or more Committee members gather to discuss administrative matters of the FAC.



Federal Advisory Committee Act 101

What are “Administrative” Calls?

During an administrative call, the Committee members are allowed to discuss the following:

- ✓ Conduct FACA 101 session with Jeffrey Moragne (15 to 20 minutes)
- ✓ Conduct Ethics Training session
 - Using Ethics Training slides (30 to 45 minutes)
 - Ensure members take the VA OGC Ethics Training for Special Government Employees located at: <https://www.va.gov/OGC/docs/SGE/10.html>
- ✓ Provide / Obtain the SGE Self-Certification Statements from members
- ✓ Review, discuss, complete Financial Disclosures form 450s, if applicable
- ✓ Vendorize Committee member in VA systems, if needed
- ✓ Discuss research (i.e. what to include on the agenda, SMEs, topics)
- ✓ Finalize meeting agenda
- ✓ Finalize travel plans
- ✓ Finalize meeting logistics (i.e. date, location, number of days)

However, they are **not allowed to engage in discussing any REPORTS or RECOMMENDATIONS.** **This is not a regular FAC meeting.**



Federal Advisory Committee Act 101

Can Committee Members testify/speak on Federal Advisory Committee matters?

PERMISSIBLE

- If asked to testify, you may speak about FAC matters only in your personal capacity.
- Your testimony should clarify that you are providing your personal opinion and are not speaking on behalf of VA or the FAC.
- As a courtesy, we appreciate you informing the FAC's DFO if you are going to testify.

MISCONDUCT

- Federal Advisory Committee members do not have authority to testify on behalf of the Committee and do not speak for VA.
- Since you are acting in your personal capacity if you testify or speak, VA cannot reimburse you for expenses or pay a stipend.



Federal Advisory Committee Act 101

VA Federal Advisory Committee Best Practices

- ✓ Master Your Committee Calendar...plan 18 months of committee meetings in advance during the next meeting or an administrative call
- ✓ Know your role:...understand the Committee's Charter and guidance located in the VA Committee Members Handbook
- ✓ Subcommittees...formally establish these groups in accordance with the VA guidance to do the heavy lifting on research and assist with drafting recommendations
- ✓ Meeting Mechanics...dedicate meeting time to discuss individual presentations and how they connect to the Committee's advice/recommendations
- ✓ Cross Committee Collaboration...use your Subcommittee to engage other FACs
- ✓ SMART Template...use the template to achieve better results
- ✓ VA Library Services...use this service for data and information searches
- ✓ Subject Matter Experts...recommend stakeholders for the Committee to engage
- ✓ Annual Field Visits...do field visits and Capitol Hill meetings to better understand Veterans, Caregivers, Survivors, Stakeholders and VA Employees challenges
- ✓ FACA and Ethics questions...ask your Designated Federal Officer for guidance



Ms. Tanya Bradsher

CHIEF OF STAFF

DEPARTMENT OF VETERANS AFFAIRS

Update on Naming Guidance

VA Office of General Counsel, Real Property Law Group

Robert Davenport, Chief Counsel

Kristin Grotecloss, Attorney



19th VCOEB Meeting, February 15, 2023

Legal Framework

38 USC § 531 – Requirements relating to naming of Department Property

(a) Naming Limitation. –

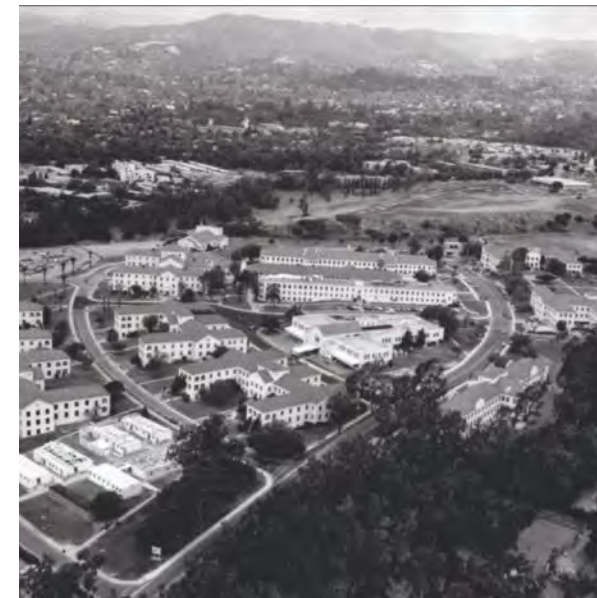
Except as expressly provided by law or as authorized under subsection (b), a facility, structure, or real property of the Department, and a major portion (such as a wing or floor) of any such facility, structure, or real property, may be named only for the geographic area in which the facility, structure, or real property is located.

VA Office of General Counsel (OGC) Interpretation of 38 USC § 531

- Congress established the naming limitations detailed in 38 USC § 531 under the Veterans Programs Enhancement Act of 1998, P.L. 105-368, in response to ambiguity in the VA Secretary's authority to name VA property and the role of Congress in the process.
- Considering the history of the West LA Campus and level of Congressional oversight, OGC recommends a broad reading of 38 USC § 531.
- VA OGC interprets 38 USC § 531 as:
 - Applying to all facilities, structures, or major portions of such property located on VA real property, including facilities or structures constructed by lessees on VA real property.
 - Not applying to any VA facility, structure, real property, or major portions of any such property named prior to 1998.

Next Steps

- Ensure uniform application of 38 USC § 531.
 - Any naming of facilities, structures, real property, or major portions of any such property should be in compliance with 38 USC § 531.
 - VA has notified UCLA and Brentwood School that the future naming of any facilities, structures, real property or major portions of such property must comply with 38 USC § 531 and will require VA approval.
- How to address existing named facilities?
 - VA is evaluating how to address previously named facilities and structures on the West LA Campus.
 - UCLA Leasehold:
 - Jackie Robinson Stadium – completed in 1981
 - Jack and Rhodine Gifford Hitting Facility – completed in 2009
 - Branca Family Field – completed in 2021
 - Brentwood School
 - Caruso-Watt Aquatic Facility – completed in 2008



Comments or Questions?



Francisco Juarez	12:35 a.m.
Rob Reynolds	12:40 a.m.
John Oppenheim	12:45 a.m.
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	1:30 a.m.
	1:35 a.m.

19th VCOEB
Registered Public Comment
15 February 2023

When the DFO turns his name card on its end, it signifies **1-minute** remaining

CERS Initiatives

- Same day access **(310)268-3350** for temporary housing
- Housing choice form for Veterans to indicate preference and streamline match to permanent housing
- Expanded use of 4201 funds to support emergency assistance, increasing from \$10,000 in FY 22 to over \$7 million in FY 23
- Expanded contracting for HUD-VASH, CTRS operations
- SSVF/HUD-VASH partnership agreement executed December 6, 2022 - One Team



Expand Capacity

- Moving 22 of 47 PBVs to contract services
- Contract for housing match services
 - Improve efficiency of process that links Veterans to available housing
- Revised housing navigation contract
 - Meetings with Brilliant Corners for input
 - Exploring use of master leasing



Availability of Permanent Housing

- 1301 permanent housing placements in 2022
 - 40% higher than second highest VA, Las Vegas at 894.
 - California second most expensive housing market after Hawaii
- 19 new Veteran PBV projects in 2023, creating 576 new housing units to already existing 1,328 units
- In 2021, average wait time. 166 days from admission to housed. In 2022, it was 78 days - a reduction of 47%.



Utilization of Housing Resources

- 1,328 existing PBV units with 1,116 occupied (84%)
 - 146 active referrals for the 212 vacancies
- 7,840 vouchers allocated with 5,212 in use (66%)
 - Addressing landlord reluctance with the addition of SSVF housing navigators and landlord incentives
 - Improve efficiency with contract for housing matchers who link Veterans to vacant units
 - Working with Sam Tsemberis to train existing HUD-VASH navigation contractors



Augmenting EUL Referrals

- Open houses not possible in 205/7/8 as Developers could not host an event as buildings still under construction
- Bringing “open house” to Veterans on campus
 - January 23 at the Domiciliary, result = 18 referrals
 - January 24 at A Bridge Home, 16 referrals
 - February 8 at New Directions, 23 referrals
- On December 23, 6,574 Veterans homeless or at-risk Veterans targeted with robocalls. Repeated January 6
- Live follow-up calls with most recent and active on BNL
 - 616 contacted



EUL Referral Results

- 87 referrals to 207 and 13 acceptances
 - 18 pending 3rd party verification
 - 16 Veterans declined, 8 denied acceptance (5 over income)
 - Unicorn required: 30% AMI, 62+ age, 26 units SMI only (12 must also be chronically homeless)
- 187 referrals to 205/8, acceptances on hold
 - 3 denials
 - Step Up holding off on paperwork so it won't expire before first Veterans move-in, likely not until April
 - Believes sufficient referrals now available to fill building



CTRS Update

- Operations contract awarded Jan 27
- Using temporary details to re-open until FT staff in place
 - Retention bonus approved to support staffing levels
- New showers and bathrooms
- Approved for dental services
- Added RT services
- Roadway paving (Feb 13)
- Planning outdoor kitchen, food contract, security cameras



Call Center Volume

From - To	Total
12/16/2022 - 12/22/2022	11
12/23/2022 - 12/29/2022	25
12/30/2022 - 01/5/2023	26
01/06/2023 - 01/12/2023	29
01/13/2023 - 01/19/2023	30
01/20/2023 - 01/26/2023	22
01/27/2023 - 02/2/2023	25



Grand Total: 168



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of Veterans Affairs

Disposition

From - To	Total Called	# Placed	Other Inquiry					
			HUD VASH	HPACT	Will Call Back	Declined	Information Purpose	Left Message
12/16/2022 - 12/22/2022	11	9	1		1			
12/23/2022 - 12/29/2022	25	6	5	1	2	6	3	2
12/30/2022 - 01/5/2023	26	5	4	3	1		8	5
01/06/2023 - 01/12/2023	29	14	4		2	1	7	1
01/13/2023 - 01/19/2023	30	16	4		1		8	1
01/20/2023 - 01/26/2023	22	9	1	3		1	7	1
01/27/2023 - 01/31/2023	25	11	2		3		8	1
Total:	168	70	21	7	10	8	41	11

- Interested in Reconnecting with HUD VASH
- Only Interested in Permanent Housing
- Area does not accept couples
- Interested in Financial Assistance
- Shared space and might not accept her dog



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Temporary Placements Locations

From - To	# GPD/HCHV off-campus	GPD/HCHV on-campus	Hotel/Motel
12/16/2022 - 12/22/2022	6	2	1
12/23/2022 - 12/29/2022	4	2	
12/30/2022 - 01/5/2023	2	2	1
01/06/2023 - 01/12/2023	9	4	1
01/13/2023 - 01/19/2023	14	1	1
01/20/2023 - 01/26/2023	5	2	2
01/20/2023 - 01/26/2023	6	2	3

Total Off Campus:
46

Total On Campus:
15

Total Hotel/Motel:
9



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of Veterans Affairs

Same-Day Access Business Card (Front)



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of Veterans Affairs

Same-Day Access Business Card (Back)

For a Veteran who needs shelter outside of
normal business hours, please call:

Volunteers of America

213-563-7979

Available 24/7



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U.S. Department
of Veterans Affairs

Billboards



VA | U.S. Department
of Veterans Affairs
VA Greater Los Angeles Healthcare System

Veteran Temporary Housing Hotline **(310) 268-3350**

Monday – Friday, 7:30 a.m. – 4:00 p.m.

If you are an unhoused Veteran, call this number to get temporary housing as a first step towards your own subsidized apartment!



Prevention

- State of Homelessness 2022, LAHSA reports that everyday 207 homeless people are re-housed
 - Also, everyday, 227 fall into homelessness

Prevention is integral to any solution

- GLA completed first round of Rapid Resolution training on February 7 & 8 with 100 participants drawn from GLA and SSVF staff



Community Engagement & Reintegration Service (CERS)

Leadership Update

Sally R. Hammitt, LISW-S
Acting CERS Chief

CERS Reorganization to ensure the following is prioritized

Outreach



```
graph TD; Outreach[Outreach] --> Access[Access]; Access --> Accountability[Accountability]; Accountability --> Collaborative[Collaborative & coordinated efforts];
```

Access

Accountability

Collaborative & coordinated efforts

Mission Statement:

“ To empower Veterans to recover and effectively reintegrate back into their communities through dedicated recovery-oriented health services, community partnerships, and a Housing First approach to homelessness; providing Veterans with the resources they want and need to be successful.”

Guiding Principles:

- ❑ **Teamwork:** We are all on the same team and working for the common good. We pitch in and do what needs to be done. There is no ego in the work we do. We are all willing and able to perform the full range of duties from leading programs to sweeping floors.
- ❑ **Quality:** Our work and products and communication are deliberate, precise and strive to be error-free. We know that our combined work ethic, dedication and expertise leads to great outcomes for Veterans. This is where we find our satisfaction and motivation.
- ❑ **Open & Proactive Communication:** We promote honest, open communication, easy access to information, and transparency with both internal and external stakeholders.
- ❑ **Continuous Improvement:** We actively strive to maintain clear and concise process and procedures. When something isn't working, we identify the gap and fix it as a team. If we lack knowledge or understanding, we take it upon ourselves to learn it.
- ❑ **Follow Through:** We follow through on our commitments to each other, our Veterans and our stakeholders. We meet deadlines and complete what we agree to do.
- ❑ **Hard Work:** We work hard and finish the job. We do this because we know that if we do not, it will negatively impact our team and our Veterans.

CERS All Employee Survey Priorities



WORKLOAD



GROWTH



COMMUNICATION

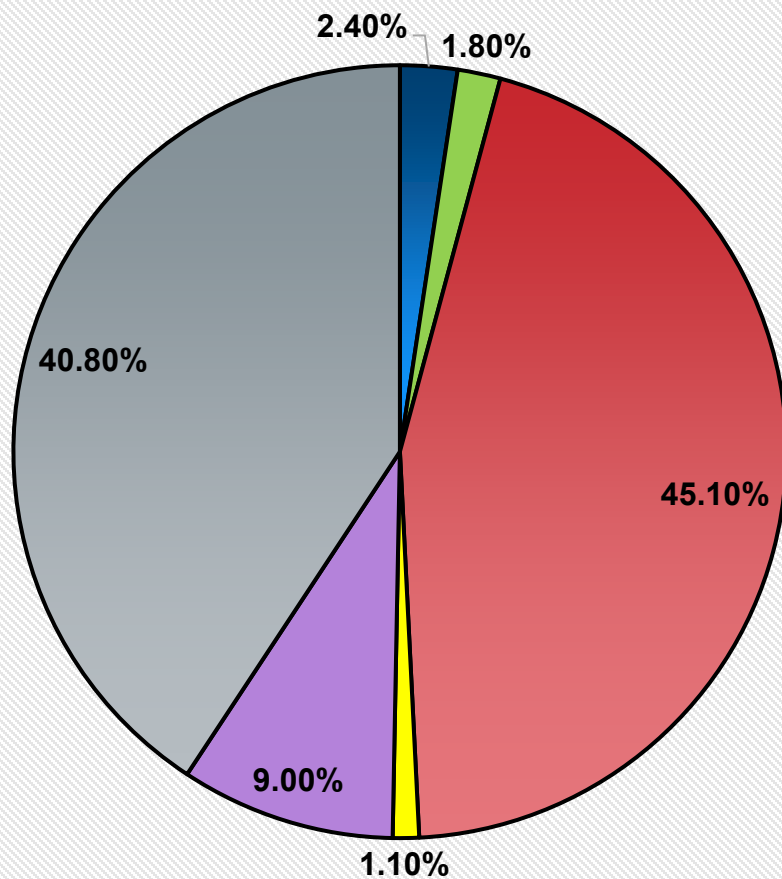


ACCOUNTABILITY

- Total Veterans = 6,847
 - Female = 580 (8.5%)
 - Male = 6,251 (91.3%)
 - Gender non-conforming = 3
 - Transgender Female to Male = 3
 - Transgender Male to Female = 10



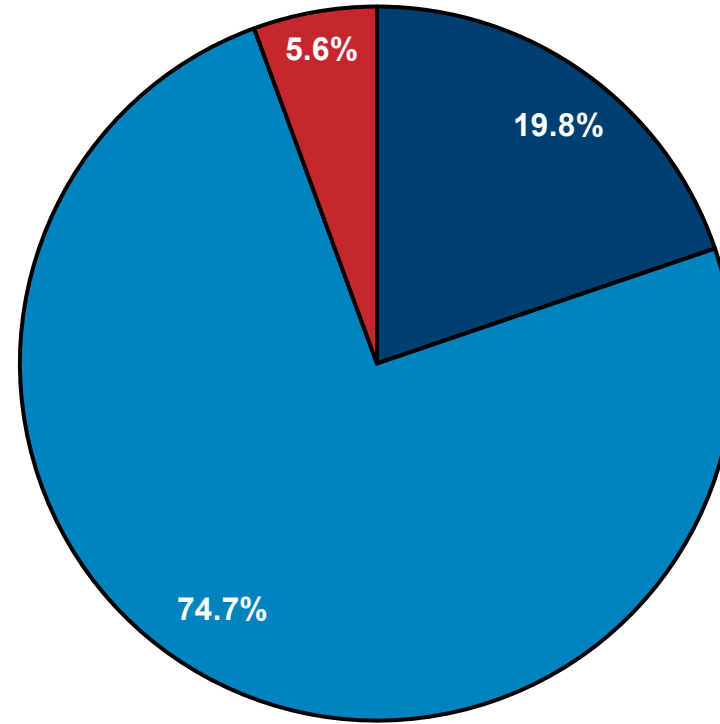
Race



- American Indian or Alaska Native
- Asian
- Black or African American
- Native Hawaiian or Other Pacific Islander
- Unknown
- White



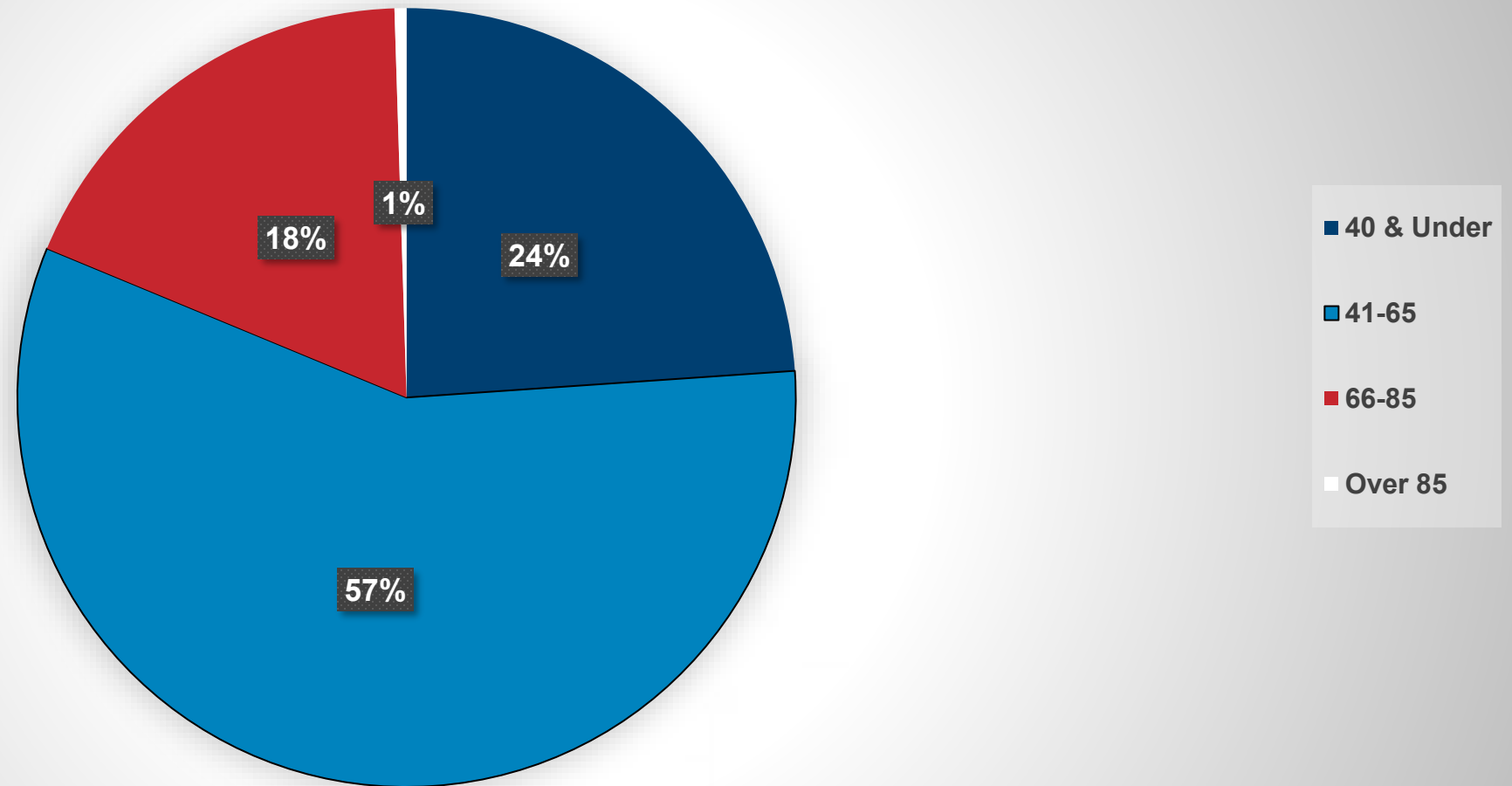
Ethnicity



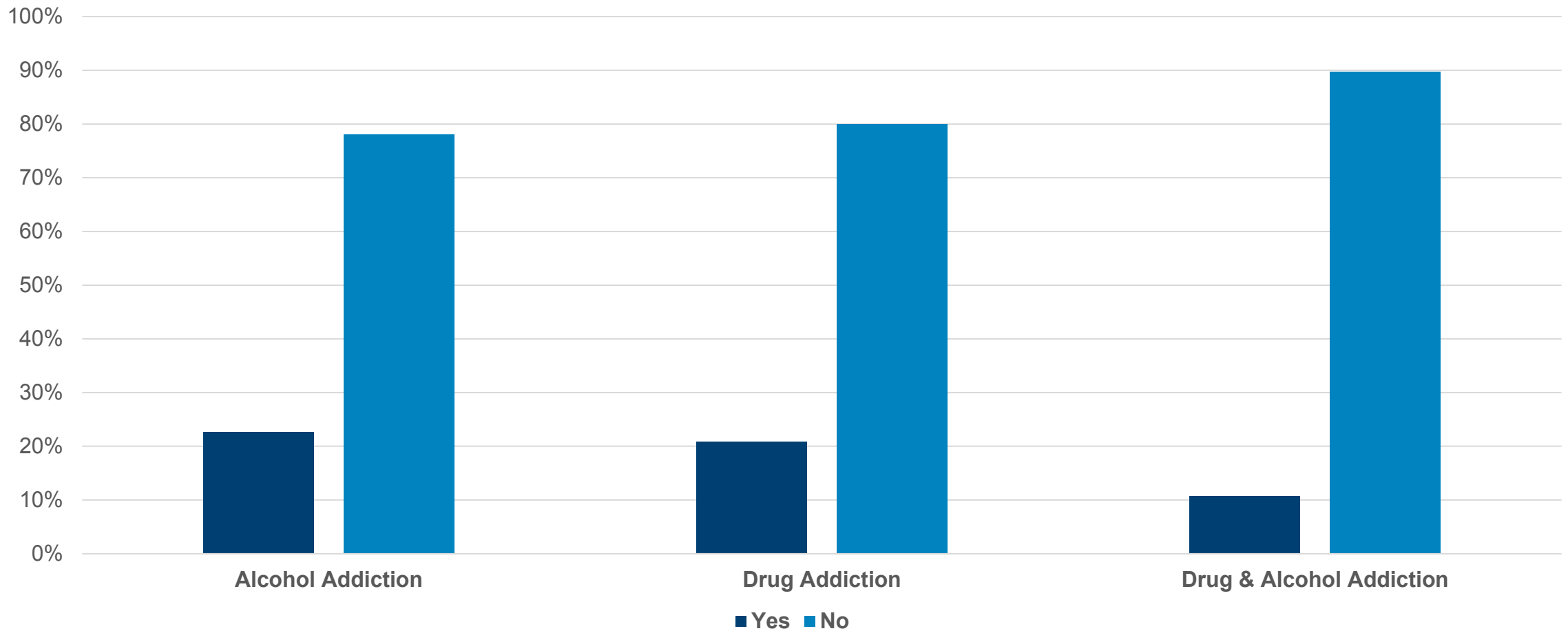
■ Hispanic/Latino ■ Non-Hispanic/Non-Latino ■ Unknown



AGE



Substance Use Disorders



Choose **VA**

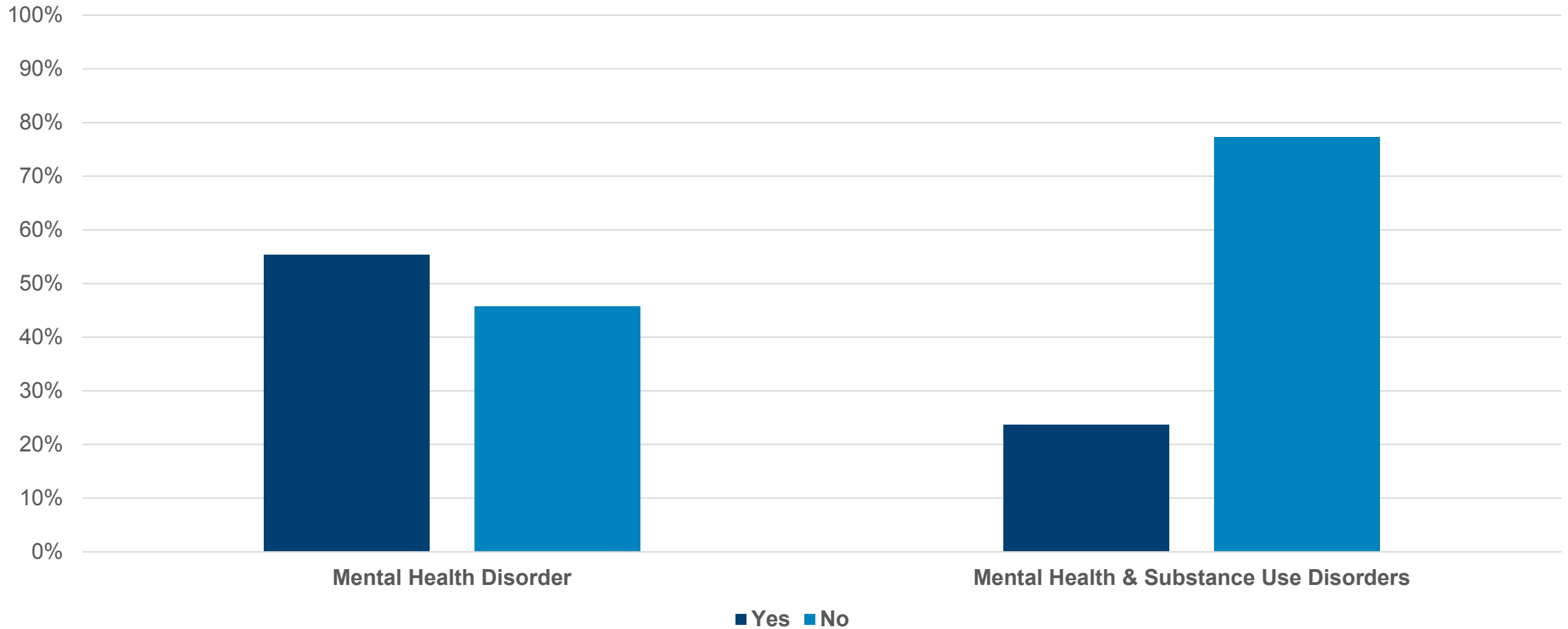
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Mental Health & Co-Occurring Disorders

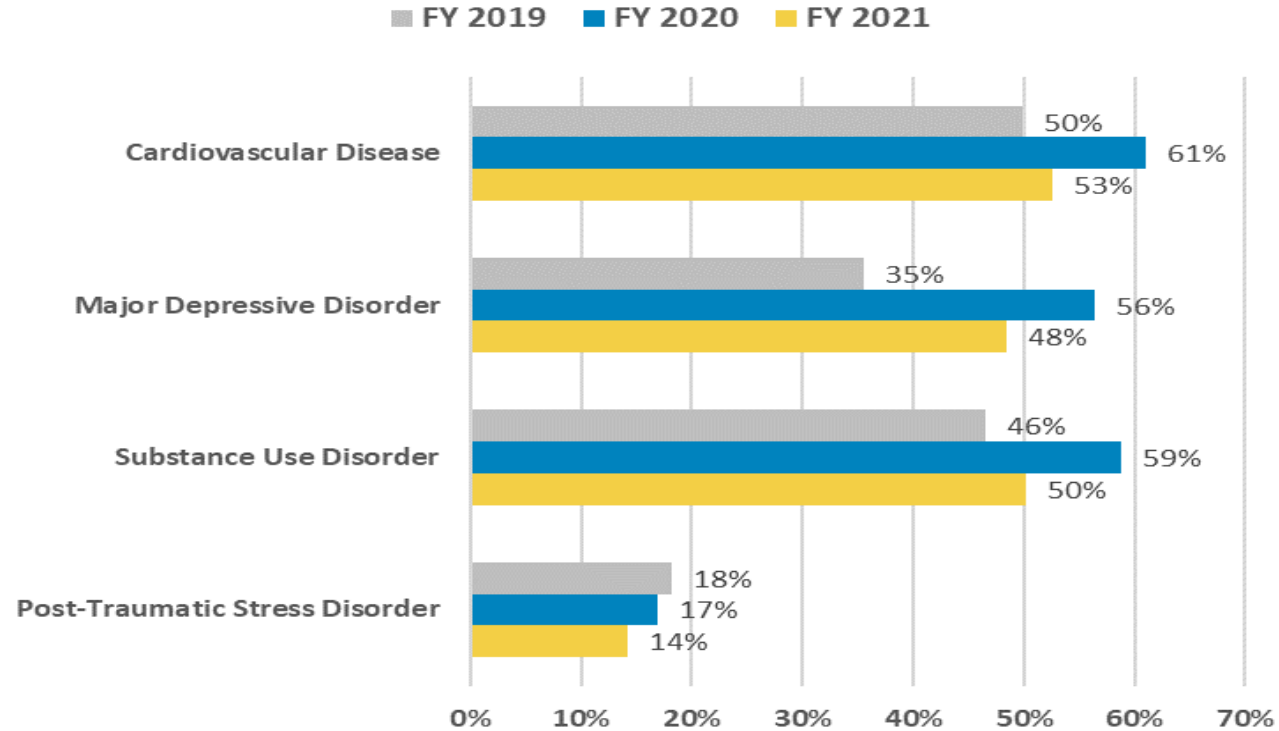


Homeless Patient Aligned Care Team

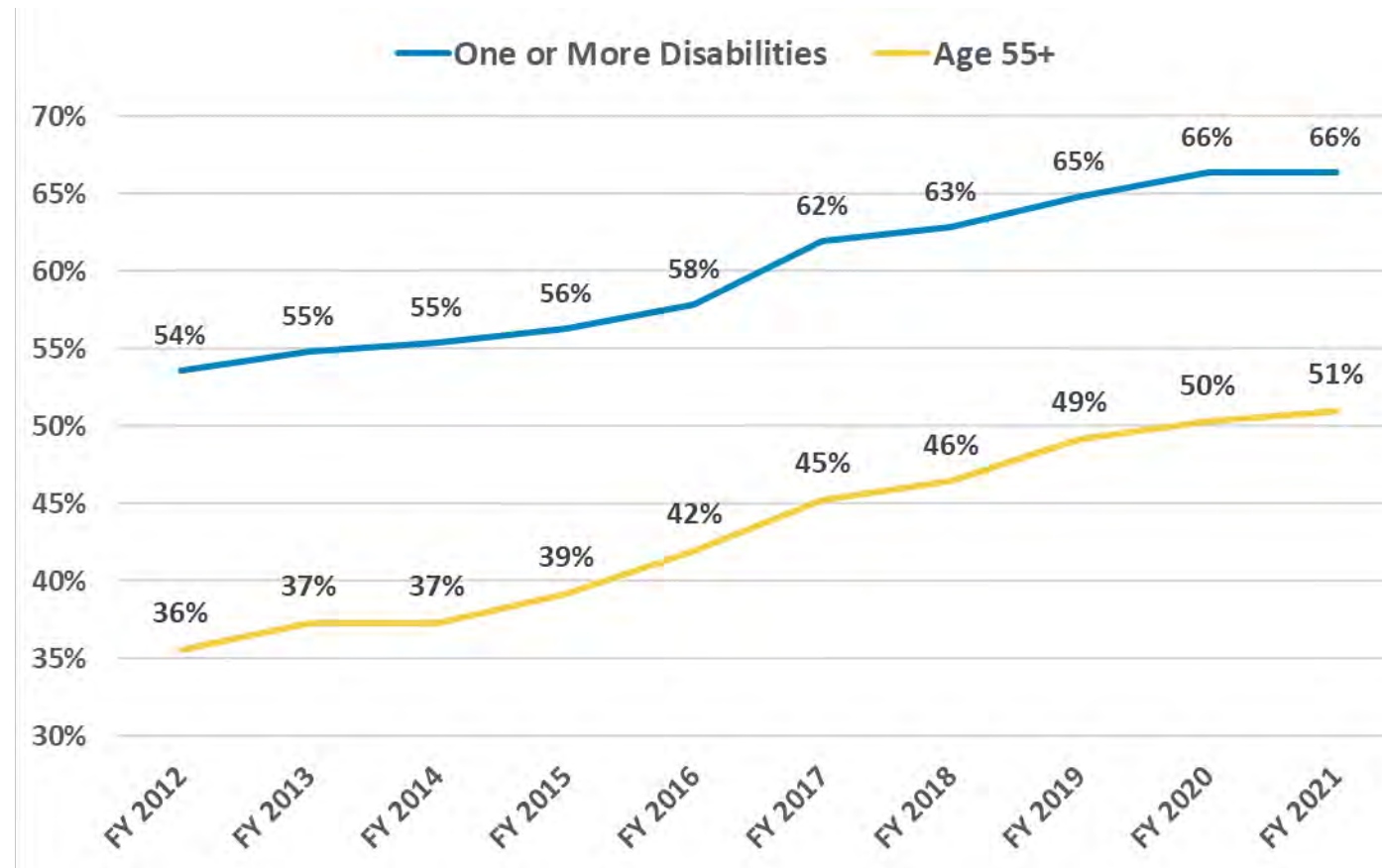
Panel Size	2,457
%OEF/OIF/OND	13.84%
% Women	4.23%
% > Age 65	32.32%
Patients Enrolled in HPACT (October – January)	311
Care Assessment Needs (CAN) Scores (0=Low, 99=High)	
Patients with CAN Score >= 90	933
Nosos Risk Adjustment	
Nosos Risk Scores	3



Major Health Problems Among Veterans Exiting SSVF



SSVF Veterans Age and Disability Trends (FY12-21)



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Ensuring Resources to Meet Needs

- HPACT
- Telehealth
- Group visits
- Medical Mobile Unit
- Individualized Treatment Plans
- Healthcare Navigators to ensure seamless and coordinated care
- Ensuring partnerships for social/enrichment activities



HUD-VASH/GEC Collaboration Pilot

- Three Community Residential Centers (CRC) identified
- CRCs provided a breakdown of their room & board (R&B) fee versus care fees
- Goal- identify Veterans in VASH to transition to Assisted Living
- Week of 2/13/23- LACDA will visit CRCs
- Determination of Congregate vs. Group Home
- Once setting type is determined and formal inspections are completed, LA County Development Authority's (LACDA) compliance team will assist with payment determination
- Anticipated to transition first Veteran by April 2023.



Greater Los Angeles Team Visits San Francisco Housing Programs



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of Veterans Affairs

Garden at Colma Veteran Village



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Tahanan



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250 Kearney Street/ Stanford Hotel



Choose **VA**

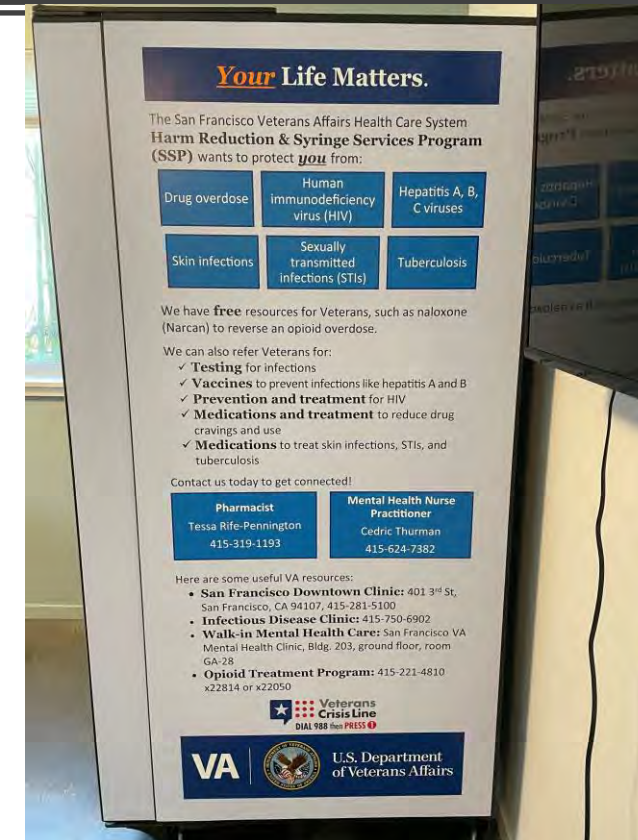
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Harm Reduction Vending Machine



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Lessons Learned from San Francisco Staff

- Building rapport, trust, and therapeutic relationship is critical
- Focus on mutual investment and Veteran choice
- Ensuring collaborative partnerships to ensure socialization and a sense of community/belonging
- Flexibility ensures success
- Onsite nursing/medical care was critical to their operations and helped with both access to and quality of health care, as well as overall housing and health stability.



Community Impact Analytics Dashboard Updates

-Andrew Strain
Program Manager,
Office of Strategic,
Facility & Master
Planning

[CERS Dashboard - Power BI \(powerbigov.us\)](#)

[Homeless Veteran Care | VA Greater Los Angeles Health Care | Veterans Affairs](#)



TRANSFORMING A CAMPUS INTO A

COMMUNITY

WEST LOS ANGELES VA CAMPUS REDEVELOPMENT

UPDATE – CONSTRUCTION PHOTOS

Type **Adaptive Reuse**

Unit Count **60 Units**

Population **Senior Veterans 62+**

Construction Start **Q1 2021**

Construction Finish **Jan 2023**



UPDATE – CONSTRUCTION PHOTOS



UPDATE – CONSTRUCTION PHOTOS





OUTREACH EFFORTS



- VA HUD / VASH providing referrals from County By Name List, SSVF providers, GPD, Social Work, County Peer Support, and VA transitional housing (e.g. CTRS, New Directions, A Bridge Home, etc.)
- County Department of Mental Health and Los Angeles Homeless Services Authority providing referrals as well.
- VA hosted housing fairs to facilitate Veteran access to West LA VA North Campus Buildings 205, 207 and 208. VA HUD/VASH screeners, SSVF, TSA, and Step-Up Property Management, and U.S.VETS in attendance.
- U.S. VETS reaching out to Veterans, service providers, and programs, including Peer Support, Housing Navigators, VA Case Managers, etc.
- VA and U.S. VETS sharing information as widely as possible, including across LA County, community-based programs, and VSOs.





LEASE UP – AS OF FEBRUARY 8



- 78- Referrals provided by VA (4 – No Place Like Home)
- 12 – Pending final approval from LACDA
- 16 – Interviewed, qualification in process
- 10 – Scheduled for interviews
- 14 – Contacted for eligibility interviews
- 16 – Declined housing opportunity
- 3 – Not responsive
- 7 – Not eligible for VA Building 207, referred to Step Up





SERVICES PLAN



Lead Service Provider – U.S.VETS

- U.S.VETS executed 207 HUD/VASH contract
- U.S. VETS currently hiring for staff positions
- U.S.VETS will provide:
 - HUD/VASH case management services
 - Transitional housing resources, peer navigation and outreach
 - Specialized programming for women Veterans (e.g. Women Vets on Point)
 - Workforce development programs
 - Resources and support (including for 62+)





SERVICES PLAN



Staffing Detail

- **VA 207 Service Staff (4.86 FTE)**
 - 0.5 FTE VASH Clinical Program Manager
 - 1 FTE VASH Clinical/Team Supervisor
 - 2 FTE VASH Case Managers
 - 1.36 FTE Veteran Service Coordinator (Peer Specialist)
- **Additional Campus-Wide Hiring to Include:**
 - Project Director (hired and fully funded)
 - Director of Behavioral Health (in process)
 - Outreach Coordinator (in process)
 - Contract for Aging Services





THANK YOU



THOMAS SAFRAN
& ASSOCIATES



@VETERANSCLLCTIV



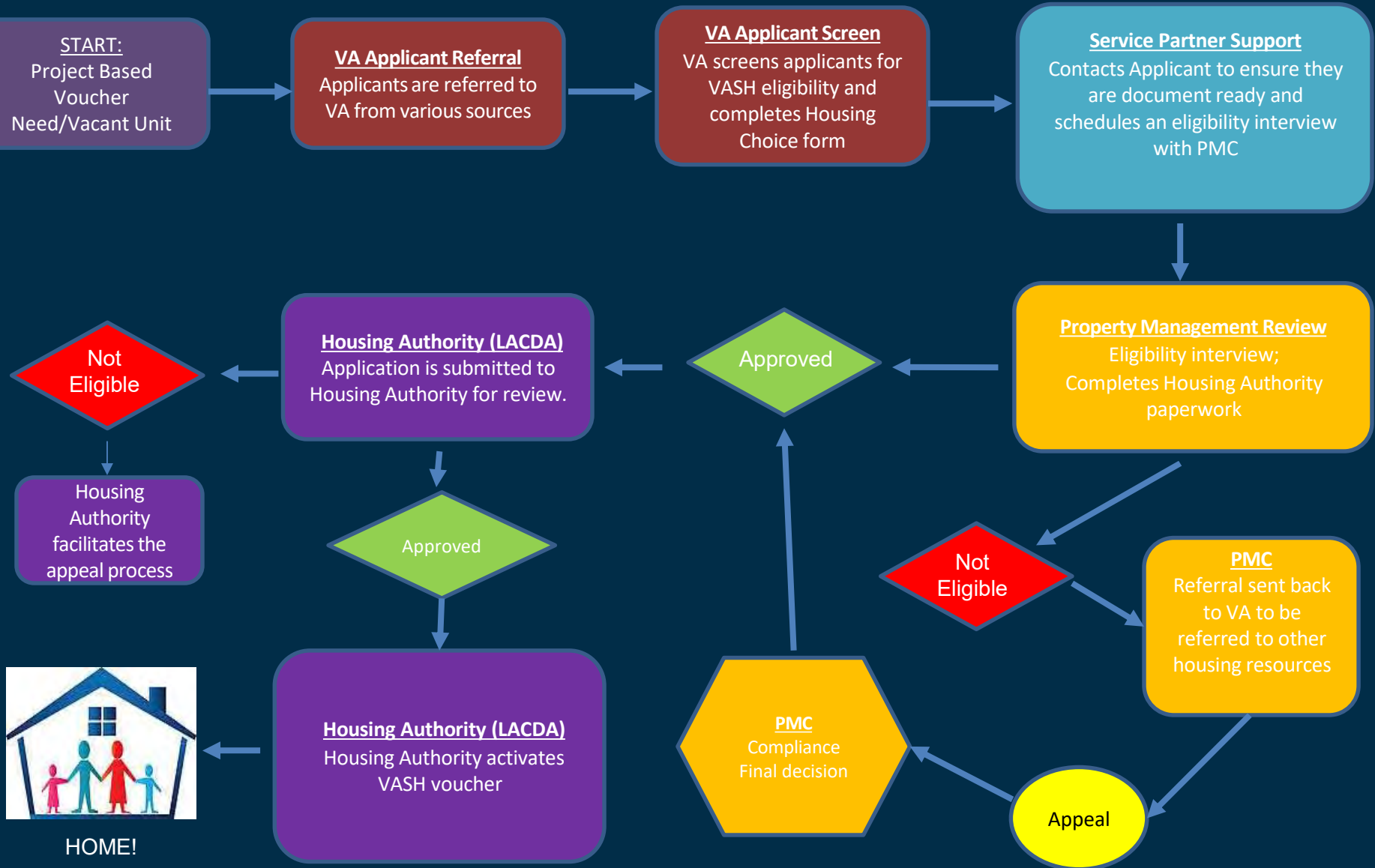
/THEVETERANSCollective



WLAVC.ORG



UPDATE – TENANT SELECTION PROCESS



VCOEB

SHANGRI-LA INDUSTRIES (SLI) + STEP UP
BUILDINGS 205 & 208

Aaron Criswell, Chief Housing Development Officer
acriswell@stepup.org

Nicole Jean, LCSW, Director of Veteran Services
njean@stepup.org



Welcome Home



SLI and Step Up's joint mission is to be at the forefront of change to deliver safe housing solutions coupled with compassionate support to help the most at-risk recover, stabilize, and integrate into their communities.

Our Mission 



11301 WILSHIRE BLVD. LOS ANGELES, CA 90073

VA WEST LA CAMPUS - B205 & 208

B205	B208	TYPE	TARGET
68 Units	54 Units	Rehabilitation	Homeless and Chronically Homeless Veterans



Projected Completion Date →



- » During the final months of 2022 the schedule was unable to be accurately updated as a firm date for Permanent Power from SoCal Edison could not be obtained.
- » SLC was ready for Perm. Power on 12/19
- » Perm. Power was delayed by SoCal Edison due to scheduling delays and the weather conditions
- » Perm. Power was not secured until 1/12
- » Perm. Power to TCO has consistently been stated at 40 days and will be achieved per TCO dates

Lease Up/Move in Plan

- » The VA provides referrals to 205 and 208 by sending the interest letters Veterans completed. These letters indicate the preferred property for each Veteran.
- » Step Up HUD VASH team accepts the interest letters. Referrals are vetted to confirm HUD VASH enrollment or eligibility.
- » Once confirmed as HUD VASH eligible or enrolled, referrals are sent to the Step Up property management team.
- » Step Up property management team then reaches out to the Veteran and their Social Worker through email, letters, or phone calls to set appointments.
- » Step Up property management team meets with the Veteran and Social Worker to identify documents needed for lease-up and complete the housing application.
- » Concurrently, if the Veteran is identified as eligible for the property, the Step Up HUD VASH team begins work on the Housing Authority application.
- » Step Up property management confirms files are complete and accurate through a compliance review.

Lease Up/Move in Plan

- » Once the file is approved, the Veteran is accepted into the property. Files can be approved in 2-3 business days.
- » Once the Temporary Certificate of Occupancy (TCO) for the properties is received, Step Up will request the Housing Authority to perform Housing Quality Standard(HQS) inspections to approve all vacant units for move-in.
- » Once the Housing Authority and Property Management have approved an applicant, a move-in date will be set, and a lease will be executed.
- » Units are turn-key, fully furnished, and will be stocked with welcome home kits that allow for all the tenants' initial needs in permanent supportive housing.
- » Full occupancy for 205 and 208 is expected in three months after TCO.



Selected Services Provider - Step Up

- » Step Up on Second, Inc.
- » Nonprofit Public Benefit Corporation
- » 35 Years of Experience
- » 400 + Employees
- » Service Provider for 26 PSH Properties
- » Individualized supportive services focus on long-term stability and housing retention at no cost to the tenant through the evidence-based practices of Housing First, Harm Reduction, and Trauma-Informed Care
- » Individuals in Step Up housing and support programs remain stably housed at a 97% retention rate after 12 months

Step Up VASH - Veteran Affairs Supportive Services Buildings 205/208

- » Ending homelessness for Veterans through permanent supportive housing, vocational opportunities, and supportive services.
- » Building 205 and 208 will move 120 Veterans into permanent supportive housing on the West LA VA Campus. The VASH team helps Los Angeles Veterans move from the streets, shelters, and transitional housing into permanent supportive housing.
- » Provide Veterans with street outreach, engagement, help with benefits enrollment, and making appointments with the Los Angeles Housing Authority (PHA).
- » Once housed, the Step Up VASH team then continues to provide supportive mental and physical health services and Life Skills programs for Veterans on-site on the West LA VA campus at Building 205 and 208.

Step Up VASH - Veteran Affairs Supportive Services Buildings 205/208

Veterans who are appropriate candidates for this program demonstrate the most need or vulnerability and must need case management services to obtain and sustain independent community housing.

HUD-VASH targets the homeless and chronically homeless Veteran who is the most vulnerable and often has severe mental or physical health problems or substance use disorders, with frequent emergency room visits, multiple treatment attempts, and limited access to other social supports.

Each Veteran is assigned a HUD-VASH case manager who meets regularly with the Veteran to secure and maintain housing. Case managers may connect these Veterans with support services such as health care, mental health treatment, and substance use counseling to help them in their recovery process and with their ability to maintain housing in the community.

Details of Services Plan

- » All Veterans moving into 205 and 208 will be assigned a Step Up HUD-VASH Case Manager who will meet regularly with the Veteran, providing case management and mental health services.
- » 1:25 ratio of trained and credentialed HUD-VASH supportive services staff to tenants.
- » Services are provided on-site, in units and communal spaces Monday-Friday 8am-5pm and on-call after-hours.
- » The HUD-VASH Case Manager develops an Individualized Services Plan (ISP) detailing the type of support needed to assist the tenant in gaining access to medical, behavioral health, employment, social, educational, and other services essential to meeting basic needs and to promote progress toward individual goals.
- » The HUD-VASH Case Manager reviews each tenant file, including demographic and identification information, authorization for services, confidentiality, and other information to substantiate benefits and needs.

Case Management Services

A vital component of the VASH program is VA's case management services for Building 205 and Building 208. These services are designed to assist Veterans in obtaining and sustaining permanent housing and engaging in needed treatment and other supportive services that improve Veterans' quality of life and end their homelessness.

Some of the services that our program provides are as follows:

- » Transporting and accompanying the Veteran, as needed, to appointments and meetings.
- » Assisting the Veteran in completing applications and paperwork for housing and other services.
- » Providing resources and referrals to programs and services in the community.
- » Assisting the Veteran in increasing their income through referrals to vocational training, job placement, benefits, and service-connected disability.
- » Teaching and modeling life skills so the Veteran can learn to budget their money, maintain a clean and safe home, and sustain good personal hygiene.
- » Use therapeutic techniques to assist the Veteran with any ambivalence they may experience related to services, medical, and mental health care.





- » Coordinate care with VA providers to ensure that the Veteran is getting the best possible care and that their mental health and medical needs are being met.
- » Support and run groups and recreational activities for the Veterans to participate in to build social skills, reduce isolation and increase a sense of community. i.e., art groups, computer classes, cooking classes, gardening, coffee, and bagels.
- » Organize monthly events, i.e., Community Dinners and Movie Nights, to provide fellowship and community amongst our Veterans
- » Partner with community organizations to provide more access to food, socialization, and continued support for our Veterans



Successes

- » Most notably - there is a **97% retention rate** for members after 12 months.
- » Thousands of chronically homeless housed.
- » Job placement for members in programs run by Step Up including food service, janitorial work, etc. and assistance for members in typical employment.
- » Individualized outcomes in improved mental health.

← *Step Up in San Bernardino Residents*

After experiencing homelessness and serious health issues during the pandemic, new Step Up members Cheryl and Billy Ray say that they've found peace and a second chance to pursue their goals after moving into their unit at the All-Star Lodge in San Bernardino. With their opportunity the couple plans to focus on Cheryl's health and finding a security job for Billy Ray. Their future goal is to "give back to the ones who can't fight for themselves."

THANK YOU





End of Day Wrap Up

ADJOURN