VA Greater Los Angeles Community Engagement and Reintegration Services Overview

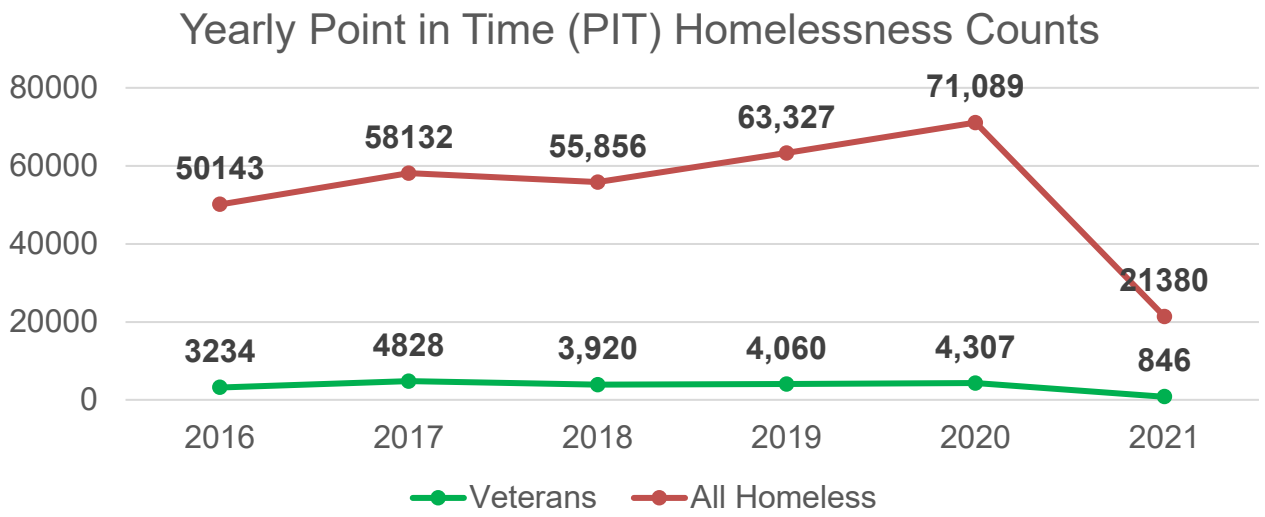
June 21, 2022

Agenda

1. Overview of Homeless Programs
2. Demographics
3. Projections of Homeless Veteran Population
4. Addressing the current and future medical needs
5. Project-based communities overview
6. 1500 Housing Goal

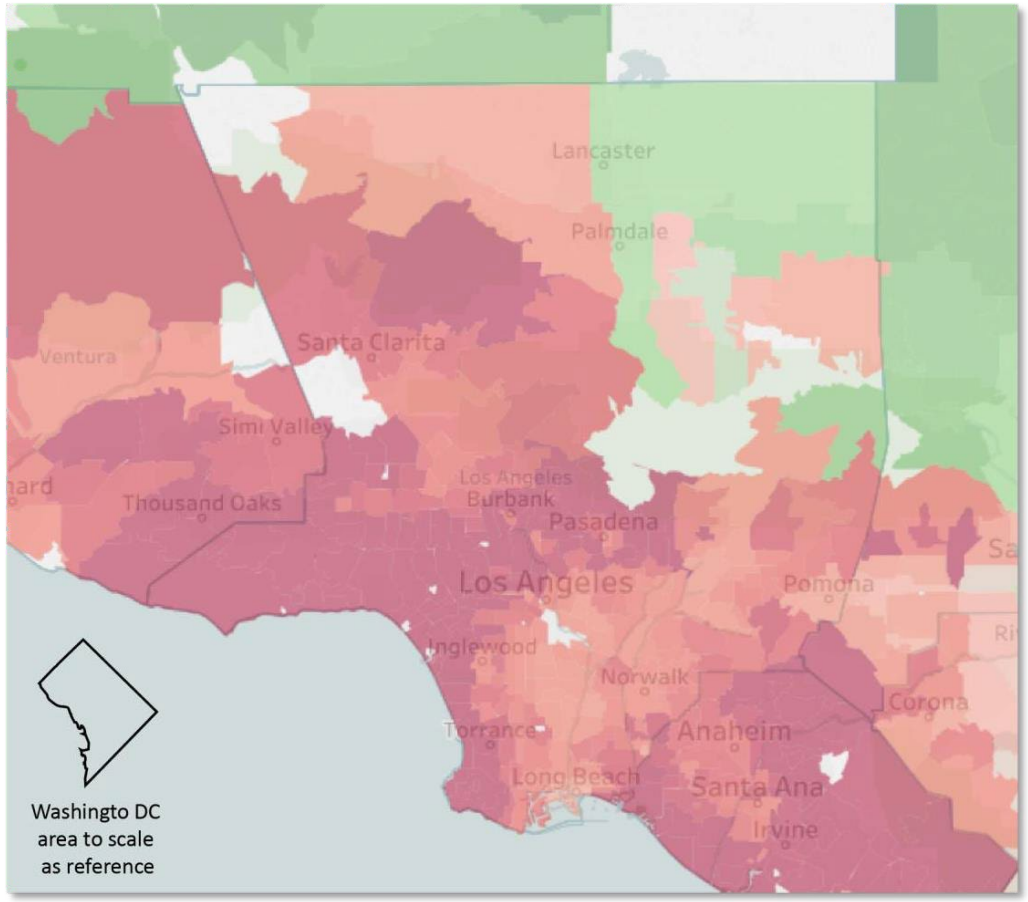
Community Engagement and Reintegration Services

Community Engagement and Reintegration Services (CERS) Service Area:
Five Counties; 20,000 square miles



- Reducing the nation's largest Veteran homeless population
- Over 400 staff positions and an annual budget of $150 million
- 16,000 Veterans receive homeless services annually with over 160,000 visits with patients
- About 10% of all homeless Veterans seen by VA are at GLA
- Capacity to house almost 10,000 Veterans with transitional housing, permanent housing and housing subsidy vouchers throughout GLA catchment

Los Angeles Homelessness



Zillow Rent Index: Calculation for average rental cost in a given geography

Green = Rent at or below HUD VASH Voucher Rate **Red** = Rent above HUD VASH Voucher rate **Darkest Red** = Rent over $3,000

- Zillow Rent Index (ZRI): $2,922/month
- Overall ZRI **increased** 14% from May 2021 to May 2022
- Median rent in LA County has increased 39% since 2014, while household income has only increased 8% (adjusted for inflation)
- LA County has the highest poverty rate in the state (25%)
- Gap of 509,404 new Affordable Housing units for low-income renters (decrease of 72,419 affordable homes since 2018)
- *Map covers 12,535 sq Miles*
- Estimated Veteran Population: **261,724**

GLA Capacity for Homeless Veterans

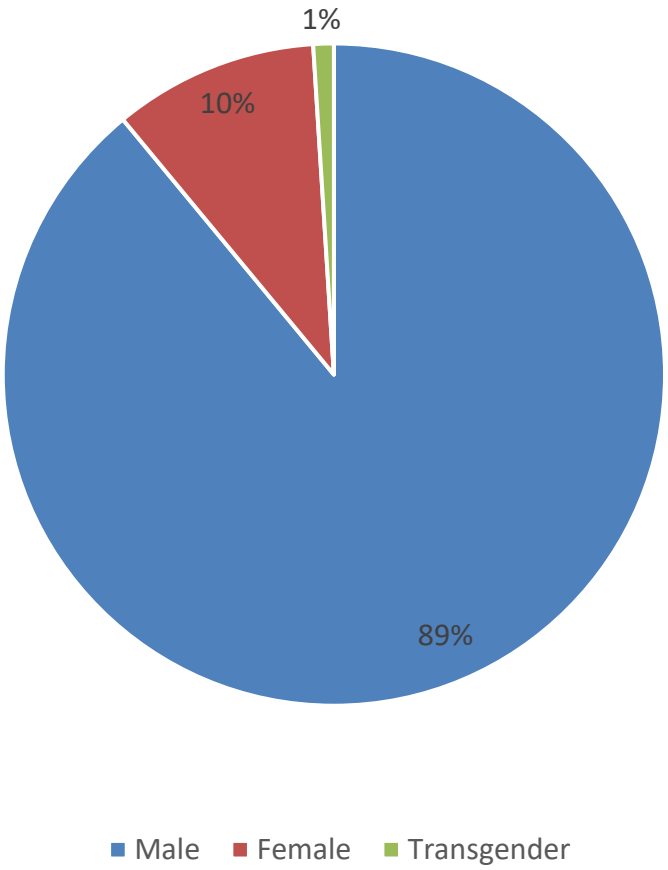
VA Greater Los Angeles Healthcare System
Bed & Unit Capacity for Programs Targeting Homeless Veterans
(as of June 2022)

Housing Type	Beds	Occupied
VA Domiciliary	212*	110
CTRS	141	108
Grant and Per Diem/Healthcare for Homeless Veterans Residential Treatment	1,089*	575
Permanent Housing	**Units**	**Utilized**
VASH Allocations (including vouchers attached to project-based programs)	8,228	5,184
PBV, Veteran-specific apartments in the Community	1,221	968
Total: All Beds and Units	**9,528**	**5,977**

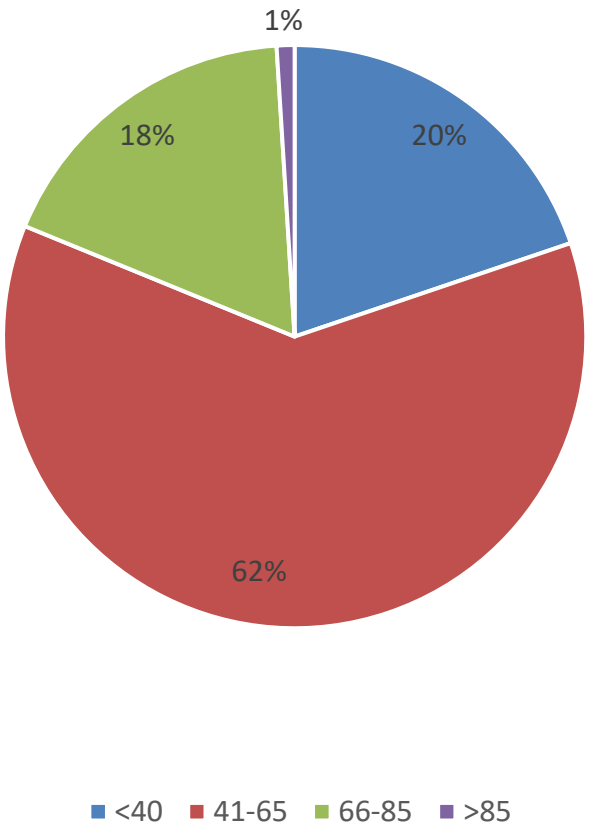
*Capacities adjusted due to COVID Social Distancing / Staffing

Veterans currently in CERS programs

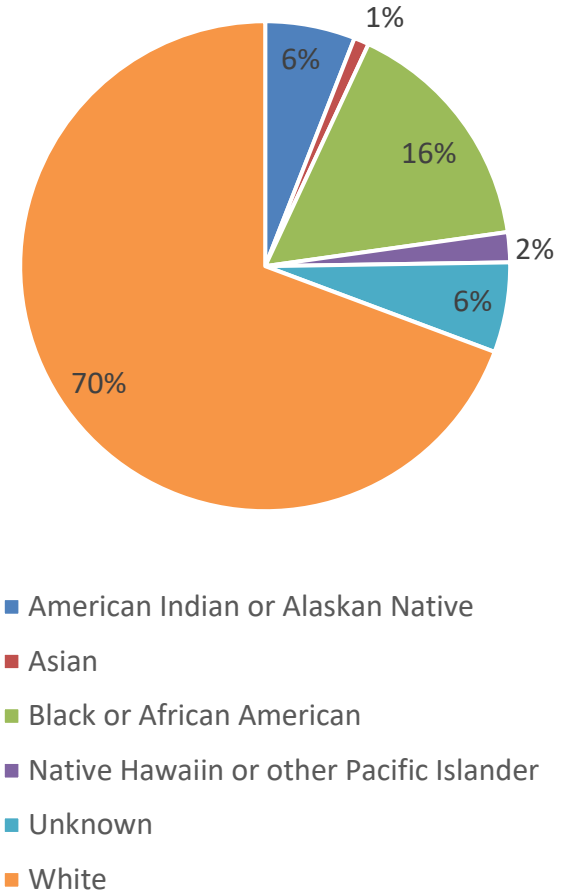
Gender



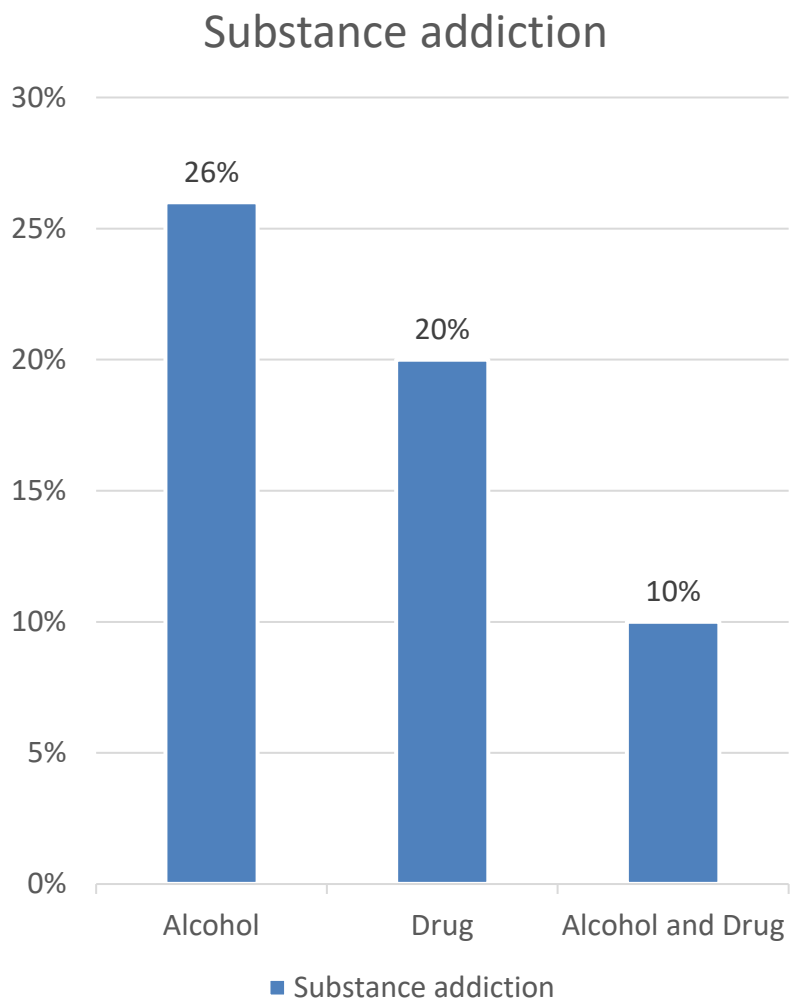
Age

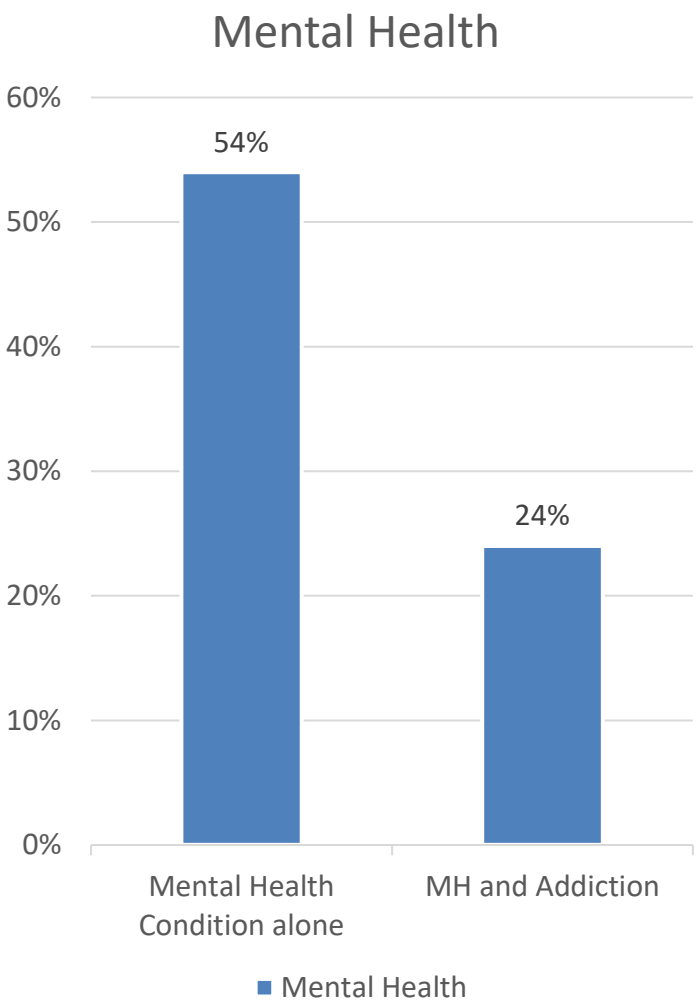


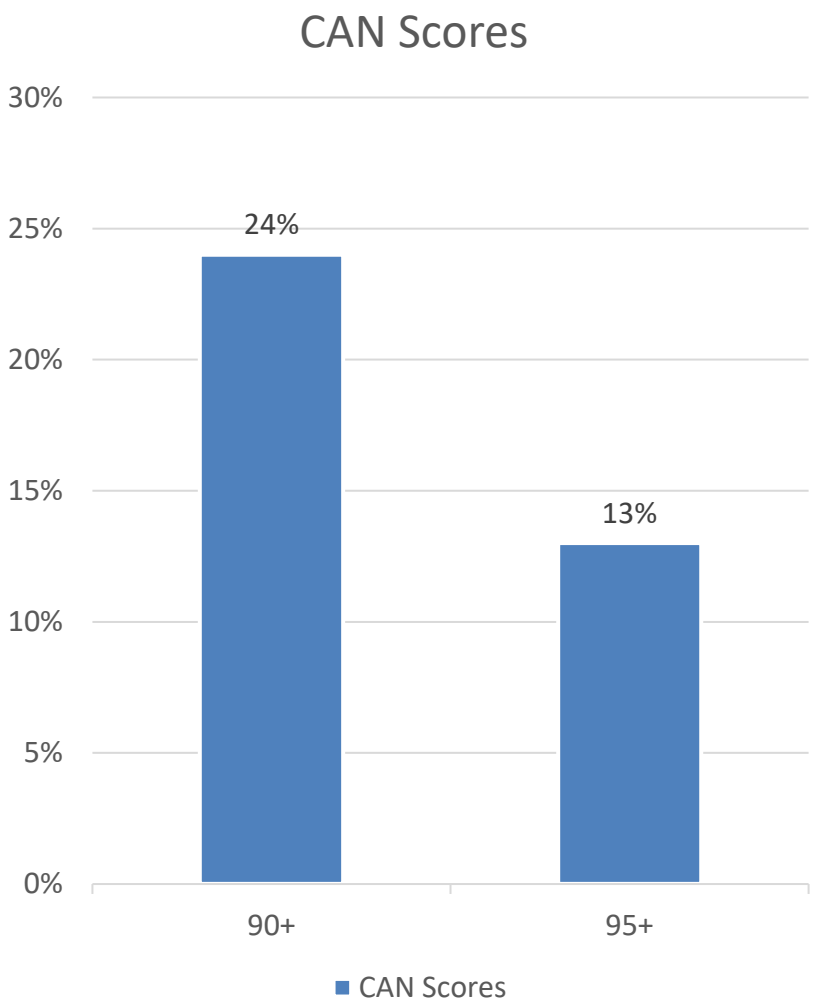
Race



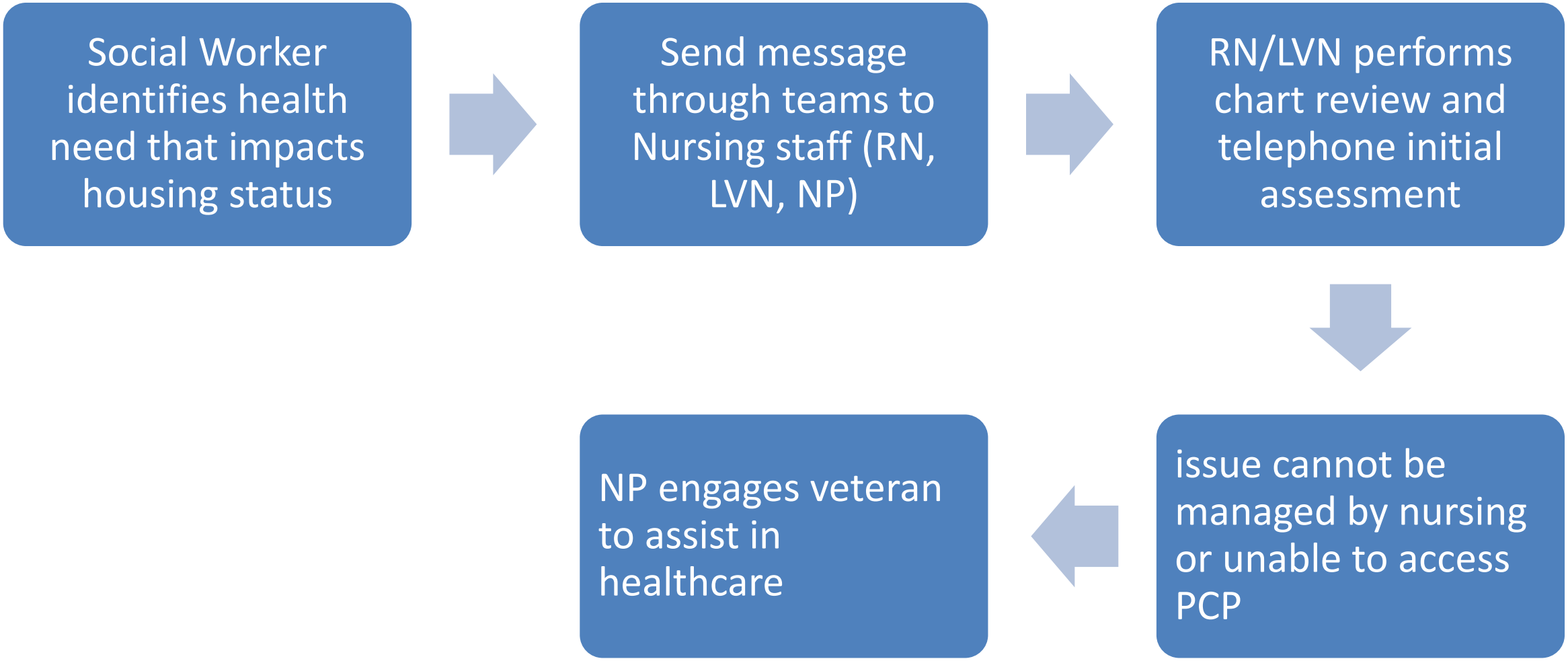
Veterans currently in CERS, Conditions







Nursing Referral Workflow



Nursing vs. Nurse Practitioner

Nursing

- Care coordination (i.e. care check ins, managing appointments)
- Medication reconciliation
- Physical assessment (RN only)
- Lab draws
- Vaccines
- DME orders (i.e. grab bars, shower chairs)

Nurse Practitioner

- >2 no shows to PCP office
- Has not seen PCP in >1 year
- Veteran leaves hospital AMA
- hospital post discharge visits
- Veteran is not paneled to provider and refusing to go to VA clinic
- Assist in clinician section for IHSS paperwork

Current Resources

NHCU Bed Count	
WARD	Max Cap Based on Staffing
213-2	48
215-2	48
215-3	30
G35	28
Hospice Sep	12
G63	15
2 North	20
TOTAL CENSUS	201

G63: Max Cap will change to 20 after ceiling lift installation.
G35: 3 Borders
Hospice: 2 Borders

SVHomes Bed Count		
Locations		Max Bed Capacity
WLA	Nursing Home	312
	DOM	84
Lancaster	DOM	60
Ventura	DOM	60
TOTAL CENSUS		516

- VA-contracted Community Nursing Homes: 29
- VA-approved Community Residential Care facilities: 21

Project-based Housing Criteria

Currently 37 Projects are open with 1,221 Veteran specific units (79% filled)

30% AMI, both chronic/non-chronic, criminal hx r/o no convictions for drug manufacturing, RSO
30% AMI, homeless or at risk homeless, no FT students, criminal hx r/o RSO, no felony convictions in last 5 years
30-50% AMI, both chronic/non-chronic (with a disability), no FT student, 55+ facility, criminal hx r/o arson and RSO
30-50% AMI, both chronic/non-chronic, entire household cannot be FT students, only criminal hx r/o is RSO
20-30% AMI, chronically homeless, FT student only if certain criteria met, criminal hx r/o any violent or drug offenses (case by case), within past 10 years significant felony involving bodily harm, with past 5 years felony involving illegal use of controlled substance other than sale/manufacture, illegal gambling, prostitution, stalking, forgery, weapons, with 3 years any other felony not mentioned above such as DV, child abuse, threats, violation of protective orders (14 senior units)
25% AMI, chronically homeless, no FT student, no r/o for poor credit or lack of rental hx, criminal hx unrelated to tenency ok
30% AMI, Chronically homeless, no FT students, criminal hx r/o no RSO, hx of violent felonies, no felonies in last 5 years
30% AMI, both chronic/non-chronic and a disablity required, 7 year criminal hx check conducted, grounds for r/o are convictions for physical violence to person/property, DV, sexual abues, manufacture/sale of narcotis, illegal weapons possession, burglary, arson, drug related offenses.
30-40% AMI, both chronic/non-chronic, no FT student status, criminal hx r/o no convictions for drug manufacturing, RSO
30% AMI, both chronic/non-chronic, has criminal hx r/o RSO, arson, violent offecnes, distribution of Meth, disability required
30% AMI, both chronic/non-chronic, no FT student, no criminal hx r/o
30% AMI, both chronic/non-chronic, FT student if certain criteria met, criminal hx r/o drig or sex related criminal convictions
30-60% AMI, chronically homeless only, no FT student, no felony history
40% AMI, both chronic/non-chronic, no criminal hx or credit r/o
30% AMI, both chronic/non-chronic (with a disaiblity), criminal hx r/o history of violence/abuse with Veteran the perpetrator
30% AMI, both chronic/non-chronic, no FT students, criminal hx r/o no RSO, all other hx case by case, disability required
30% AMI, non-chronic, no FT student, criminal hx r/o no criminal convictions (felony or misdemeanor) in the past 5 years
30% AMI, chronically homeless, no FT student, criminal hx r/o "servious felony offenses" and/or ongoing criminal activity, violent offenses to person/property, DV, sex crimes, manufacture/distribution or narcotics, illegal weapons, burglary
30-50% AMI both chronic/non-chronic
30% AMI, both chronic/non-chronic, no FT student, criminal hx r/o no felonies

Plan Frequent system-wide housing sprints to accelerate housing placements

Matching current Veterans in THP, CTRS and emergency shelters to existing resources, mainly PBVs. So far has resulted in 114 Veterans in process to get housed in PBVs in the 251 vacancies PBV occupancy rate is currently 79%, will increase to 89% occupancy

Total number of available VASH PBVs Units	Vacancies	Veterans in Process		Pending VASH Screening	Gathering Documents	Pending PM Approval	Pending PHA Approval	Waiting to Sign Lease	Net Vacant
1,221	251 (274)	114 (99)		10 (8)	23 (26)	56 (44)	17 (17)	11 (4)	137 (175)
Total number becoming Available									
2022	535								
2023	304								
2024	263								

GLA Veteran Homelessness Goals

– By the end of calendar year (CY) 2022, with assistance from its community partners, GLA will:

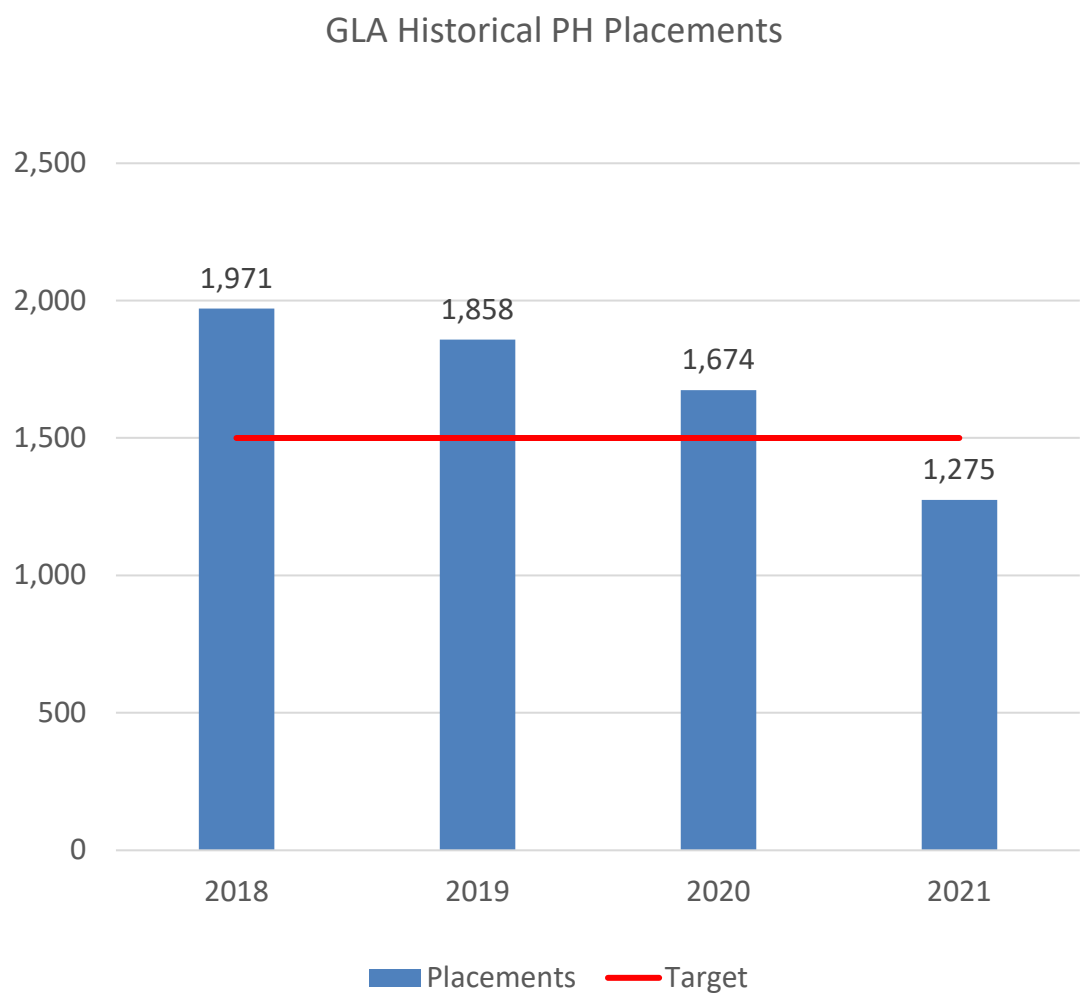
1. Place at least 1,500 Veterans experiencing homelessness into permanent housing.
   - This represents an 18% increase over the number of permanent housing (PH) placements in CY 2021.

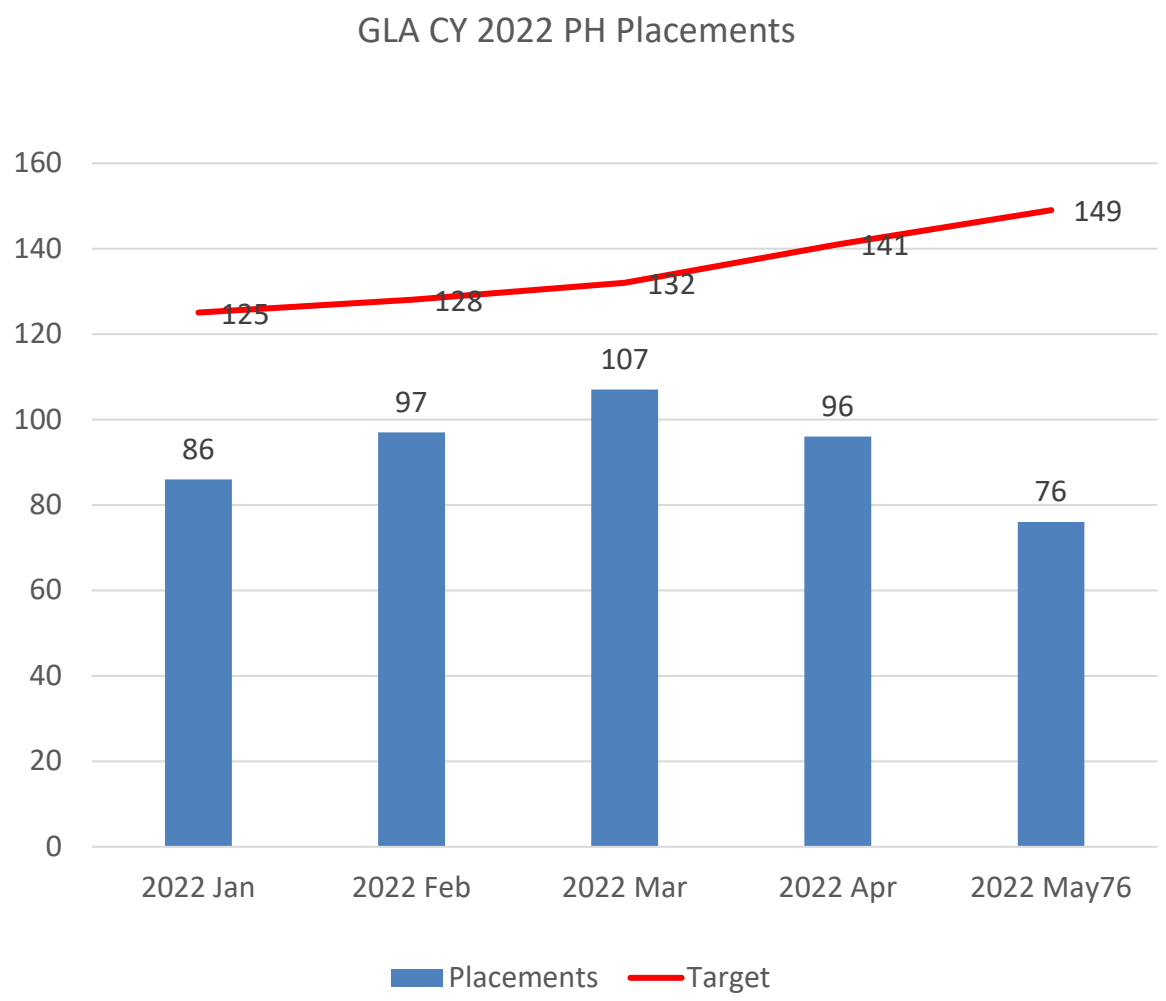
2. Increase the percentage of Housing and Urban Development – Department of Veterans Affairs Supportive Housing (HUD-VASH) vouchers under lease to at least 75%.
   - This would be the highest voucher utilization rate since 2018.

3. Increase the percentage of Veterans admitted to HUD-VASH who are housed within 90 days to at least 50%.
   - This will be measured month to month rather than cumulatively, with the goal of reaching 50% no later than December 2022. This would be the highest rate since we starting measuring this in 2014.

- Reaching these would mark GLA's highest collective level of performance in several years and would represent clear and substantial improvement on Veteran homelessness locally.

PH Placement Historical Data & Current State

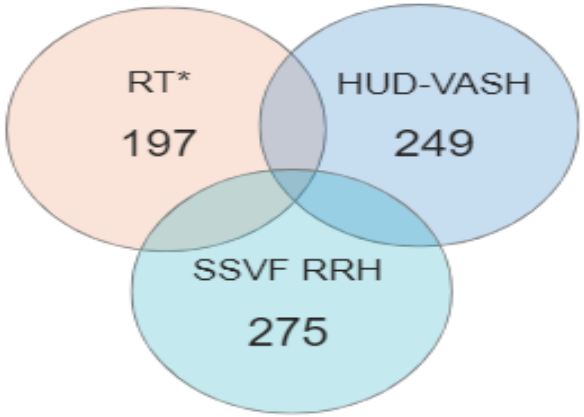




GLA Permanent Housing Progress

PHP data as of May 2022

Shared Placements
Includes single PHPs where programs overlap



De-duplicated PHPs counting shared placements only once

Current Status CYTD

458

Remaining PHPs Needed to reach goal

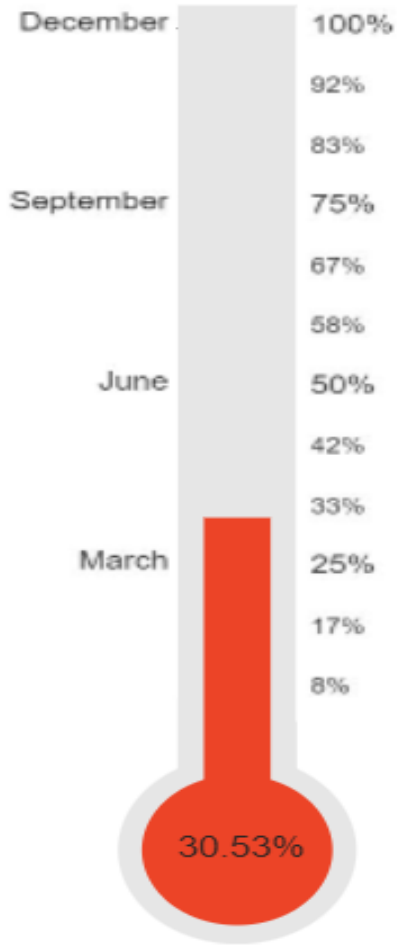
1,042

Average Placements per month needed to reach goal

149

Goal

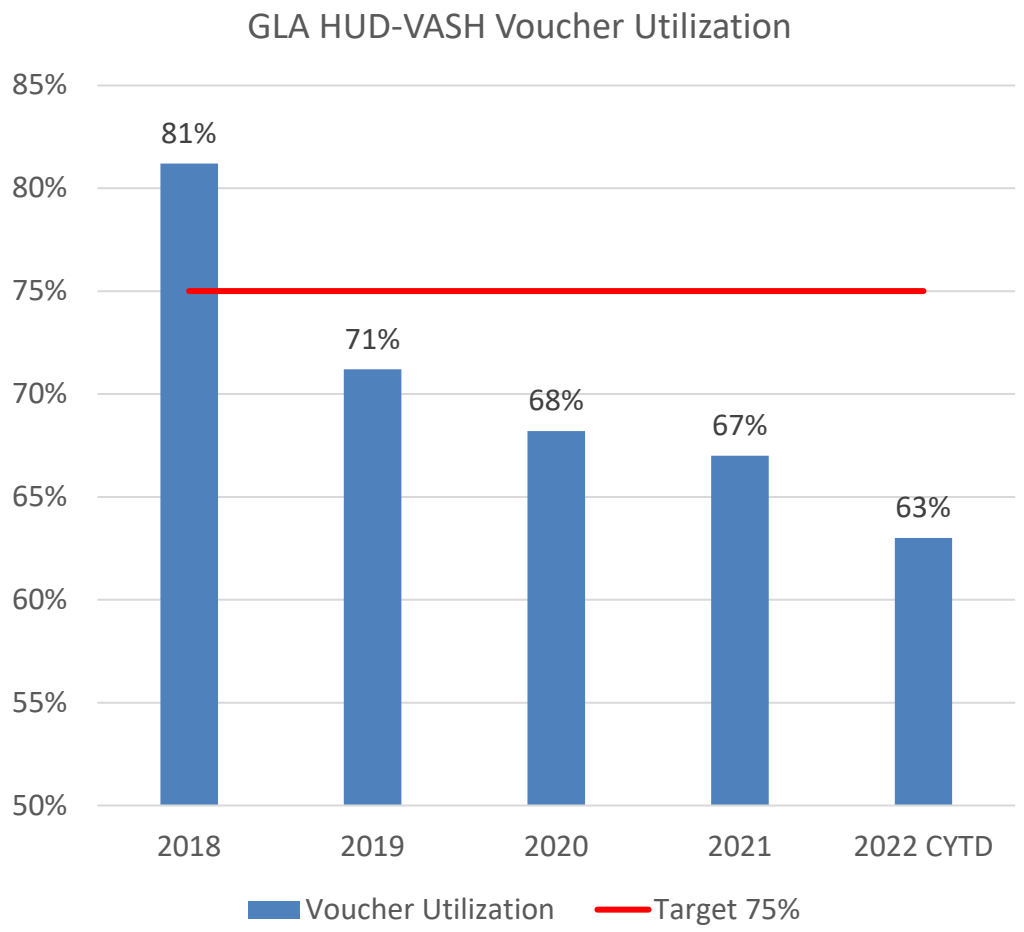
1,500

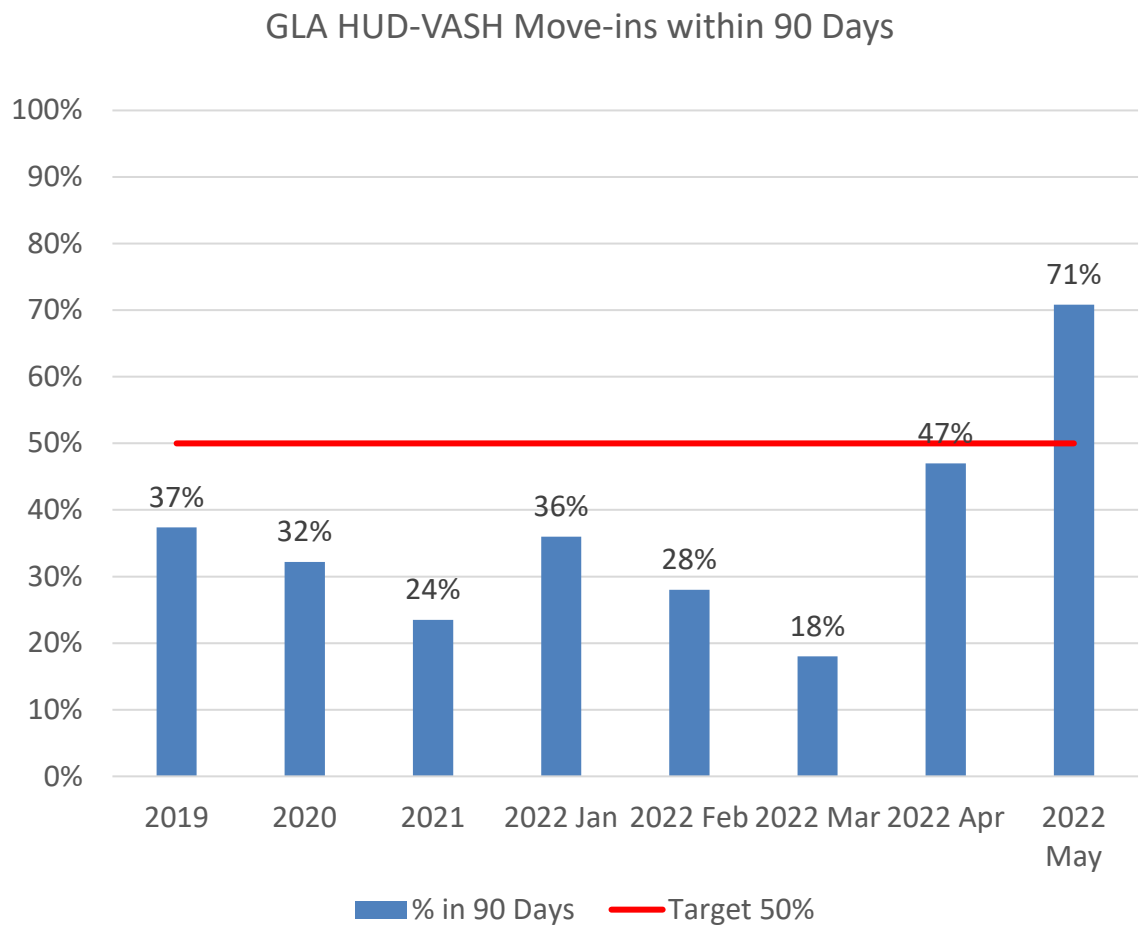


Veteran Detail

* RT (GPD and HCHV GPS/LDSH)

GLA HUD-VASH Historical Data & Current





Goals and Causes

Permanent Housing Placements:

- HUDVASH placements for April 2022 = 51; FY average = 57.
- Lack of housing availability
- LA County moratorium on eviction in effect since March 2020 and extended to December 31, 2022.
  - Residential tenants and mobile home space renters protected under the County's COVID-19 Tenant Protections Resolution for nonpayment of rent due to COVID-19 financial hardship

Voucher Utilization:

- 71% at the end of FY 21, with 7,256 vouchers
- 64% April 2022, with 8,198 vouchers. 12% more vouchers and a 7% drop in utilization
- CY 22 had 141 HUDVASH move-ins; 218 left the HUDVASH program (21 negative discharges)

Speed to Move-In:

- Increase speed for April due to increased coordination between VA and Public Housing Authorities; specifically beginning paperwork/document search earlier in the process and removing duplicative screenings

Action Plans

Actions will have an impact on all three goals:

- Design & Implement a Coordinated Entry Process
- Plan Frequent system-wide housing sprints to accelerate housing placements
- Increase housing search capacity by awarding a Housing Locator contract, awarded June 2022
- Create and implement property management engagement strategy
- Increase the skills and capacity of staff to house and stabilize veterans in permanent housing

Design & Implement a Coordinated Entry

Design + Implement a Coordinated Entry process for Veteran-dedicated housing resources

Identifying Veterans through a newly Design & Implement a Coordinated Entry Process . This is where the process of housing Veterans starts with identification. Veterans are identified through various access points across the catchment area. The most basic is street outreach, next is Veterans self-presentation, then identification through community partners.

3600 Veterans on by-name list –Veterans get identified and are entered through HMIS onto a 'By-Name" list.

a) Currently data on the By-Name list has been corrupted by a system error with the LAHSA Coordinated Entry System. Unclear if the 3600 is accurate, 6 months ago it was 2200. The By Name list includes:
b) 574 Veterans in the GPD programs, 110 in CTRS and 85 in the Dom. All are being matched to community housing resources or PBVs.

Increase housing search capacity by awarding a Housing Locator contract, awarded June 7, 2022

- Currently there are 417 Veterans on a HUDVASH interest list, 299 have vouchers
- Awarding a Housing Locator contract expected result **500 Vets housed this year** (contract pays per lease up)
- Increasing HUD-VASH Housing Navigation Capacity to house **100 more Vets housed in three months** through increasing housing search capacity, initially (depending on when HUDVASH takes on the role before housing navigators start).
- Enlist DEMPS staff, targeted July 18. Expected to result in **150 more Vets housed in six weeks.**

Action Plans

- Create and implement property management engagement strategy
  - Use 4201 flexible funds to provide incentives to landlords
  - Advertise incentives on social media to recruit landlords

- Increase the skills and capacity of staff to house and stabilize veterans in permanent housing
  - "Housing First" training being scheduled in each of the Service Planning Areas VA teams
  - Revising UCLA/VA Center of Excellence research and training operations

- Staffing vacancies: CERS is now *77.8%* . Total vacancies – 97
  - 42 announcements posted
  - 4 Preparing HR posting
  - 33 in an on-boarding status
  - 3 Positions interviewing
  - 7 positions in pre-recruitment status
  - 5 PD/FS being reviewed
  - 3 not currently recruiting