

VA Long Beach Healthcare System



Healthcare for Homeless Veterans Program

Coordinated Entry System

HCHV Programs



○ HUD/VASH

- ✦ partnership between the Department of Housing and Urban Development (HUD) and VA. Provides housing for eligible homeless Veterans and their families.

○ Grant Per Diem (GPD)

- ✦ Housing resources funded by VA in partnership with community agencies

○ Homeless Outreach

- ✦ Partner with community agencies to offer various VAHS to homeless veterans in the community

○ Veteran Justice Outreach (VJO)

- ✦ Legal/homeless services to veterans in criminal justice system



Coordinated Entry System



- Purpose

- coordinate and manage the homeless crisis response system's resources that allows users to efficiently and effectively **get connected to interventions that will rapidly end their homelessness.**
- CES includes a way to divert and prevent homelessness and also the ability to **immediately access crisis response services** like emergency shelter. Additionally, they must include processes to **quickly access permanent housing.**

Components of CES



- 1) By Name List
 - **identifies all Veterans experiencing homelessness**, including those who are unsheltered (street, car, place not meant for human habitation, etc.) and sheltered (transitional housing, emergency shelter, Safe Haven, etc.), regardless of funding source.



Components of CES



- 2) Community Case Conferencing
 - A process to support **case coordination and problem-solving** that occurs regularly with **case management** and **other staff serving Veterans** who are experiencing homelessness in the community.



Components of CES



- 3) Community Assessment Tool
 - Vulnerability Index-Service Prioritization Decision Assistance Tool (VI-SPDAT)
 - ✦ assessment tool used to measure acuity and severity of homelessness

Components of CES



- 4) Data Sharing
 - Inputting information into HMIS



A central red oval labeled "Coordinated Outreach in CES" is surrounded by ten other ovals of varying colors (red, blue, and light blue) on a dark blue background. The surrounding ovals represent different services and programs. At the bottom of the image is a solid red horizontal bar.

Coordinated Outreach in CES

Emergency
Shelters

PD PET
Team

Supportive
Services for
Veteran
Families

VJO,
VA
Inpatient,
VA ED

211

Community
Day Center

GPD ,
Non-VA
Transitional
Housing
programs

VA and non-
VA
Homeless
Outreach

HUD/VASH,
Domiciliary,
Sponsor-
based
programs

Stand Down

Continuum
of Care

CES Work Flow



- Local community providers and VA Outreach staff enter Veteran data into the CES and make referrals to provider types (Rapid re-housing or Permanent Supportive Housing) at that time
- If denial is made by Provider, Veteran is discussed at Case Conferencing regarding appropriate referral and then re-matched. The By-Name List is a tool to be used during case conferencing to track Veteran housing status
- Once Veteran is housed, he/she is exited from the CES system by the provider.

Goals of CES



- More efficient communication and real-time data-sharing with providers
- Weekly case conferencing to allow for referrals and matching/re-matching
- System was developed for warm handoffs and linkages between providers
- Allows for intervention/referrals to appropriate levels of care via use of the common assessment tool and eligibility criteria in CES
- Designated CES sites throughout County, allows for multiple entry points into the system of care – Veterans can enter the system and get referred from any location
- Telephonic assessments using the community's resource and referral line (2-1-1), covering 100% of the County
- Collective and coordinated street outreach efforts within the continuum of providers
- Decreased time searching for Veterans who are lost to follow-up
- Community providers conduct outreach and refer to VA directly through CES
 - ✦ CES reduces need for additional VA outreach resources
 - ✦ VA Outreach resources can be more aligned to support VA homeless programs
- All referrals to HUD/VASH are obtained through CES, which prevents potential “back door” entries to services

Questions?



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