

Rally Call Barrier Removal Response List

Barrier	Agency	Response	Status
Outreach, Engagement and Eligibility			
HUD-VASH and SSVF contractors not entering clients into CES	VA	Met with all SSVF and HUD-VASH providers on 4/7/15 and communicated expectation that all fully participate in CES, including conducting VI-SPDATs and entering into HMIS.	In process
All people who present at Community Entry Events are not VI-SPDAT'd	VA	Communicated to all Community Entry Event staff. CES assisting with conducting and collecting VI-SPDATs in some SPAs.	Resolved
Lack of clarity of which SPA to enter Veterans in for CES	CES partners	All people should be entered into their SPA of origin. Please VI-SPDAT before sending to 402.	Resolved
Difficulty obtaining feedback on status of Veterans after Community Entry Events	VA	Ensure that all people who present at Community Entry Events sign a ROI to enable VA to talk with CES afterwards.	Resolved
VA outreach workers unable to transport veterans if eligibility status is unknown	VA	Under review by VA Central Office	In process
VA outreach not providing direct outreach services in each SPA	VA	VA is hiring to fill outreach vacancies and newly created positions. In the meantime, VA's outreach team has partnered with Battle Buddies, Vet Hunters, CES and other outreach teams to help fill gaps. In addition, VA facilitated a partnership between the LA Air Force Base and Battle Buddies whereby active duty military personnel will accompany Battle Buddies during outreach activities.	In process
Delays in receiving DD214s. Anywhere from 3-9 weeks reported.	VA/National Archives	VA in communication with National Archives to develop guidance on the best way to request expedited DD214s. Information forthcoming. In the meantime, Battle Buddies' DD214 request example is posted on the Veteran Surge website. Battle Buddies' reports getting DD214s consistently in two weeks.	In process
Lack of by-name list of Veterans in each SPA to be able to track Veteran housing progress	LAHSA/CES	LAHSA continues to build out HMIS for hosting capabilities and CES updating and transferring of existing list from previous interim data platform	In process
VA outreach not physically located in each SPA	VA	VA is in the process of placing an outreach worker within each SPA by partnering with community organizations who are providing office space	In process
Are VI-SPDATs getting conducted at Bldg. 402 and how can that information be input into HMIS for CES?	VA and CES		In process
VA staff not knowing how to direct Veterans for screening and linkage to CES	VA and CES community partners	CES leads asked to provide VA with directions, which VA will provide to all staff to ensure that all people presenting for services can get VI-SPDAT'd and connected to CES	In process
VA staff joining ground team calls in each SPA	VA	Access to times and call-in information placed on CES website and sent to VA staff	Resolved
Difficult to get through to eligibility workers and voicemails are full	VA	Voicemail issue resolved. A request was made for an additional eligibility worker position.	In process
VA not on HMIS	VA	GLA employees given permission for read-only HMIS access. VA and LAHSA will coordination on training and setup. VA continuing to pursue read-write ability.	In process
Interim Housing			
Lack of ability for GPD programs to directly enroll Veterans into their own programs	VA	Effective 3/10/15, all GPD and HCHV providers are allowed to accept referrals directly.	Resolved
Difficulty for community partners to help Veterans access GPD beds	VA	VA developed a listing of all VA-funded interim housing options and created a 24/7 phone system to help connect with appropriate and available beds.	In process
Concern about Veterans who are presumed eligible for a GPD bed but later determined not eligible for any VA services	VA	GPD programs are required to provide a discharge plan so no person is exited to the streets. The formation of these SPA Veteran Surge teams comprised of VA and community partners helps to reinforce resource-sharing and warm handovers.	Resolved
Lack of recuperative care beds	Policy Team		
Lack of medical detox beds for all populations	Policy Team		
Lack of interim housing beds in SPAs 1, 3 and 6. Lack in all SPAs for non-typical families (two adults, adult children with disabilities, etc.) and people with pets	Policy Team	VA will contract for new beds	In process
TB test requirement for interim housing	VA		In process
Permanent Housing			

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Difficulty finding and keeping landlords who will work with our Veterans	Home For Good	Landlord liaison team is building materials for and relationships with landlords in order to increase unit availability.	In process
Lack of feedback on status of Veterans who are screened for HUD-VASH at Community Entry Events, 402 or through other referral processes	VA	Audit was conducted of all Veterans screened for HUD-VASH at Community Entry Events to ensure appropriate follow-up took place. HUD-VASH CES leads can provide updates on status at SPA team meetings for Veterans' with appropriate ROI.	In process
Concern that HUD-VASH screening relies solely on information included in HOMES	VA	HUD-VASH screeners use HOMES information in addition to information provided by the Veteran and community providers. This practice was reinforced with all screeners.	Resolved
Ability to increase a Veteran's level of care in HUD-VASH	VA	This request can be made to HUD-VASH through the case manager, if known, or through the HUD-VASH lead to CES.	In process
Difficulty using HACoLA vouchers (HUD-VASH and S+C) due to FMR	HACoLA	HACoLA submitted, and HUD approved, a request to increase FMR on HUD-VASH vouchers to 110%	In process
Two week delay in housing inspections causes loss of units	HACoLA		In process
Ability to make small improvements to units in order for them to pass inspection and entice landlord participation	Home For Good	Working with Hilton Foundation and Pathway to Housing to expand handyman services to HUD-VASH contractors, in addition to VA teams. Will raise broader issue to Funder's Collaborative.	In process
Inconsistency with inspectors conducting housing inspections	PHAs		In process
Funders Collaborative CES flexible funds not available for non-chronic Veterans	Home For Good	Flexible funds can be used for non-chronic Veterans if the SPA is on track to meet outcomes. An email must first be sent to Zahirah Mann by the CES Lead stating 1) the SPA is on track and 2) the intention to begin using the funds for non-chronic Veterans as well.	Resolved
Lack of SSVF funding availability for HUD-VASH move-in assistance	VA, SSVF providers	VA awarded \$30 million in additional SSVF funding to LA on 3/31/15	In process
Timing of SSVF move-in assistance for HUD-VASH	SSVF providers	SSVF and HUD-VASH have an established process whereby security deposit checks are turned around within one week of document submission. SSVF staff will be retrained on the process on 4/21, who will in turn visit each HUD-VASH program to provide a training on the referral packet and discuss ways to work together more closely and efficiently.	In process
HUD-VASH staff not being physically located in each SPA	VA	One HUD-VASH team will relocate to HACLA's offices in SPA 4 in April 2015. Additional office locations in SPAs 6 and 8 are underway. PATH's HUD-VASH program will place a staff person in SPA 1 at MHA's office.	In process
Hilton grant furniture not available to contractors	VA and Hilton	Approval was granted to provide furniture to any HUD-VASH Veteran with a disability regardless if they are served by VA or a VA contractor	Resolved
Lack of PSH options for OTH and dishonorable Veterans	Policy Team	HACLA created Homeless Veterans Initiative by issuing 500 vouchers for Veterans who are not eligible for VA healthcare services. HACLA partnering with SSVF agencies and DMH on services.	In process
Lack of clarity about HUD-VASH eligibility and current prioritization status	VA	<ul style="list-style-type: none"> • VA healthcare eligible • Homeless • Veteran requires a permanent housing subsidy and long-term case management in order to achieve housing stability • Not on the lifetime sex offender registry • Priority given to chronically homeless, disabled, female, and OEF/OIF veterans 	In process