

SERVING UNMET VETERAN HOUSING NEEDS: HUD-VASH COLLABORATIVE CASE MANAGEMENT (CCM) IN KING COUNTY

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BEGINNING ACTIVITY

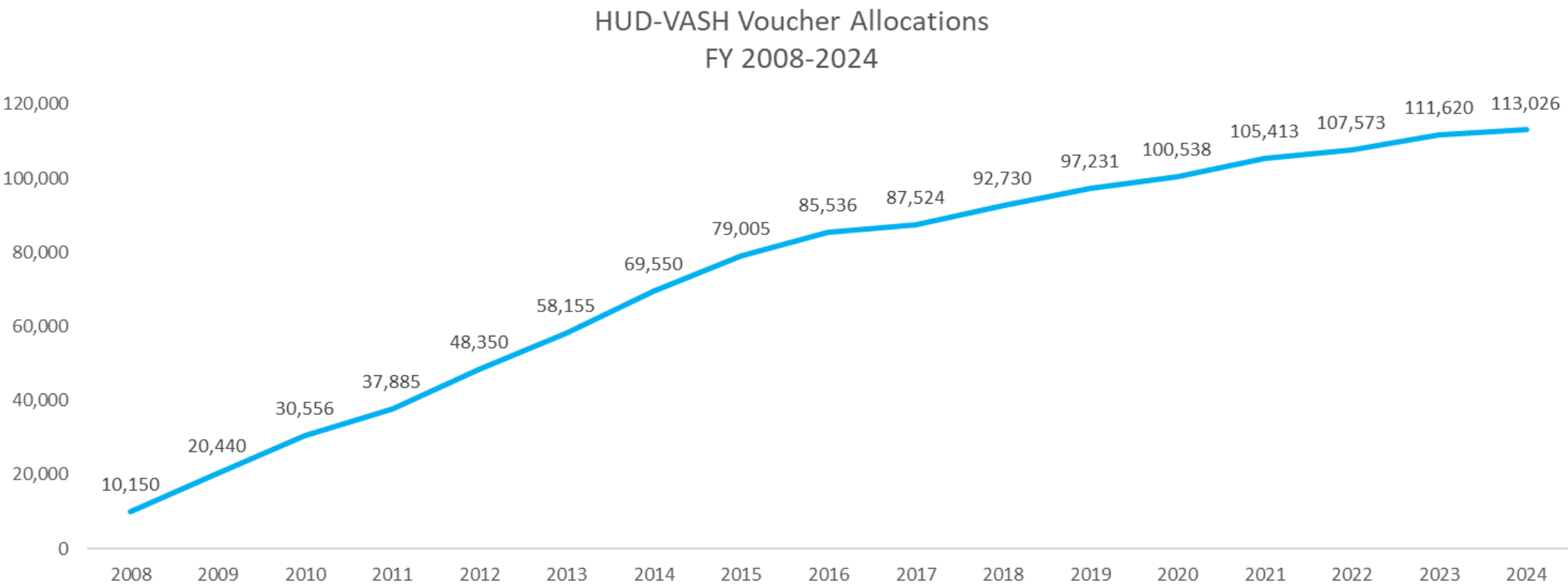
In small groups, discuss:

- Housing and homelessness programs and solutions are very localized and vary from one community to the other. If your group represents different communities, briefly describe housing services/options for veterans that you know of.
- Taking what you've learned throughout the conference, identify what gaps exist in your community to permanently house veterans.
- Identify the partners who work in this space and where they fit into the continuum of services.

HUD-VASH Overview

- Housing and Urban Development – Veterans Affairs Supportive Housing (HUD-VASH) is a collaborative program that pairs HUD's Housing Choice Voucher (HCV) rental assistance with VA case management and supportive services.
- HUD-VASH services are designed to help homeless Veterans and their families obtain permanent housing and access the health care, mental health treatment, and other supports necessary to help them improve their quality of life and maintain housing over time.
- HUD-VASH services are typically provided by VA employees but may also be provided by contract staff or agencies designated to do so by the VA Secretary.

HUD-VASH Program Growth



**Includes Tribal HUD-VASH rental subsidies.*

HUD-VASH Collaborative Case Management

- HUD-VASH Collaborative Case Management (CCM) is a formal agreement between VA and a non-VA agency (“CCM agency”), through which the CCM agency provides case management and supportive services to HUD-VASH participants instead of VA.
- In HUD-VASH CCM, services must be provided utilizing the principles of Housing First and the CCM agency is responsible for providing case management as outlined in the [HUD-VASH Operating Requirements](#). These requirements include:
 - Screening
 - Referral
 - Housing Search
 - Supportive Services
 - Record Maintenance
- There are several distinct HUD-VASH CCM models.

HUD-VASH CCM with DSP

- [HUD-VASH CCM with Designated Service Provider \(DSP\)](#) uses a flexibility under the existing HUD-VASH program that allows communities to make up to 15% of a PHA's total HUD-VASH voucher allocation available to eligible Veterans, but a DSP in the community provides the case management services instead of VA.
- The vouchers and case management services are made available for eligible Veterans through coordination among the local VAMC, PHA, and DSP with an understanding that there is a local need and sufficient HUD-VASH voucher capacity to serve these Veterans.
- To apply for CCM with DSP, the PHA submits an application packet to the National HUD-VASH Program Office which includes:
 - A completed HUD-VASH Collaborative Case Management Application Form.
 - A copy of an executed Memorandum of Agreement (MOA) between the PHA and the proposed DSP.
 - A letter of support from the VAMC endorsing participation in HUD-VASH CCM.
 - A completed “In-Kind Agreement” between the Department of Veterans Affairs and the proposed DSP.

Evolution in King County

- HUD-VASH CCM with DSP was initiated in King County as response to continued HUD-VASH allocations commensurate with continued Veteran need.
- Voucher utilization was decreasing due to staffing challenges and as an outgrowth of local prioritization decisions.
- The targeted population for HUD-VASH CCM in King County was chosen based on identified local need.

WHAT IS CCM IN KING COUNTY?

- CCM is an innovative approach to help reach more veterans in need of housing by pairing HUD-VASH voucher rental assistance with the support of case management through the King County Veteran's Program.
- The program is a partnership between the VA, King County Housing Authority (KCHA), Seattle Housing Authority (SHA), and King County Veteran's Program (KCVP) and launched in late April 2021. KCVP currently manages 288 vouchers. Individual housing navigation is also available to every participant through partnerships with the housing authorities.
- Our goal is to improve voucher utilization and reduce veteran homelessness by pairing 15% of local HUD-VASH vouchers with KCVP case management, serving veterans with lower service needs than traditional HUD-VASH and filling a service gap that has kept many local veterans in the homeless service system or cycling in and out of homelessness.

SERVING LOW ACUITY VETERANS IN KING COUNTY

- Low acuity, in terms of CCM, means someone who is able to obtain and maintain stable housing with existing community supports + KCVP in-office case management and dedicated housing navigator.
- Traditionally, veterans receiving VASH have received project-based and in-community case management because they had a higher level of clinical need.
- We are generally able to serve veterans faster in a housing first model due to the acuity of these veterans and their supports at KCVP. Many veterans are already document-ready due to proactive services when establishing services at KCVP.
- Since some veterans initially present as low acuity and then are determined to have a higher level of need, a process has been established for transferring directly to VA case management, if needed, without any loss of housing/voucher status.

WHY KING COUNTY NEEDED CCM FOR VETERANS

- Currently, there are roughly 800 veterans known to be homeless in King County (per the By Name List).
- Housing services available in our continuum of care (CoC) include:
 - Emergency and transitional shelters, which are not permanent housing options
 - SSVF, which provides a suite of services that are time-limited up to 24 months
 - HUD-VASH vouchers, which generally serve those with higher needs and utilize VA case management
 - Project-based HUD-VASH, for those with the highest clinical needs; includes on-site case management
 - Permanent Supportive Housing- units with on-site services for high acuity veterans who may or may not qualify for HUD-VASH
- With these options, there is a gap locally for veterans who are not high-need, but are unable to afford market-rate housing and have timed out of other programs but still have a need for case management. Many of these veterans are seniors or on fixed incomes.
- CCM in King County was also originally designed to ensure higher voucher utilization rates so that vouchers did not go unused while veterans who qualified remained homeless.

CCM ELIGIBILITY

- Must be a veteran, aligned with expanded HUD-VASH eligibility which includes some veterans who are not otherwise eligible for VA health care
- Low income (80% AMI or lower)
- No household member is subject to a lifetime sex offender
- Homeless (per HUD definition)
- Lower-Acuity and willing to accept and engage in KCVP services
- More factors can influence prioritization as vouchers become limited

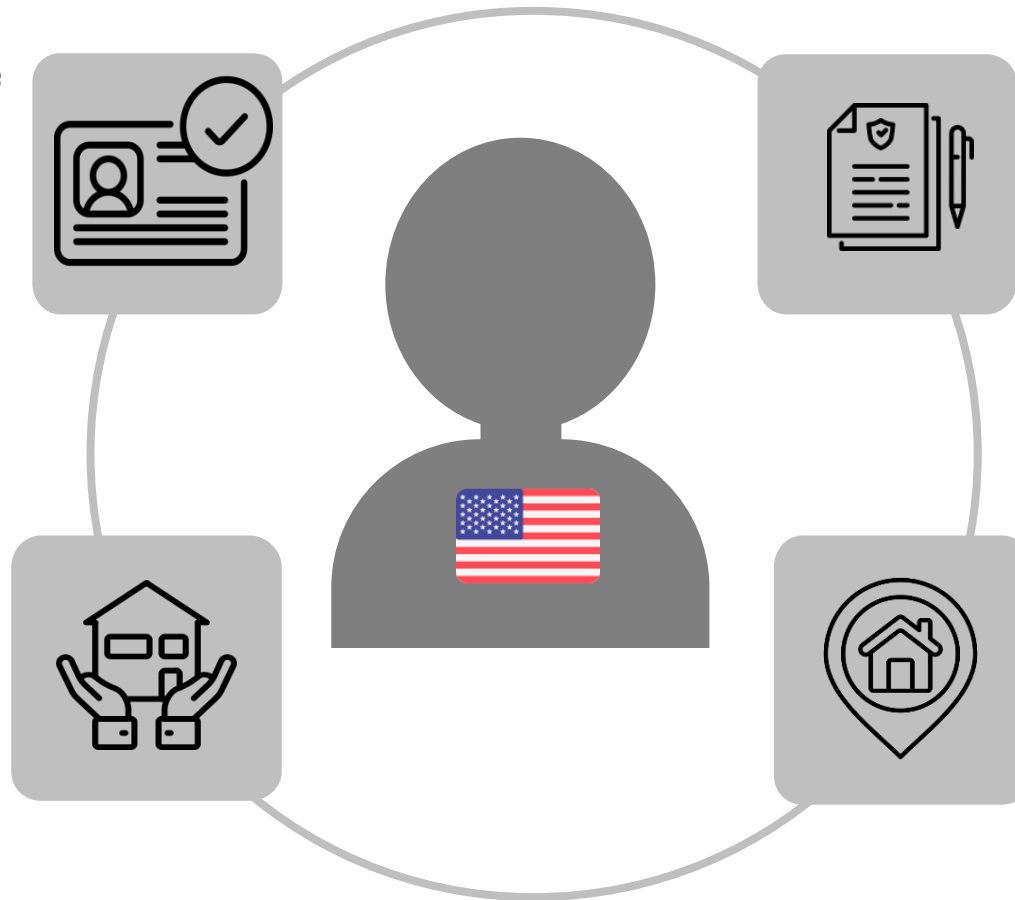
KING COUNTY HOUSING AUTHORITY (KCHA) ROLE

HUD-VASH Voucher Issuance

- Secure File Transfer Protocols for referral
- e-briefings & e-signatures
- Regional PHA application
- Income at or below 80% AMI
- No lifetime registered sex offenders

Housing Stability

- Housing Navigators
- Reconnection to CCM case managers
- Flexible client assistance funds to mitigate returns to homelessness



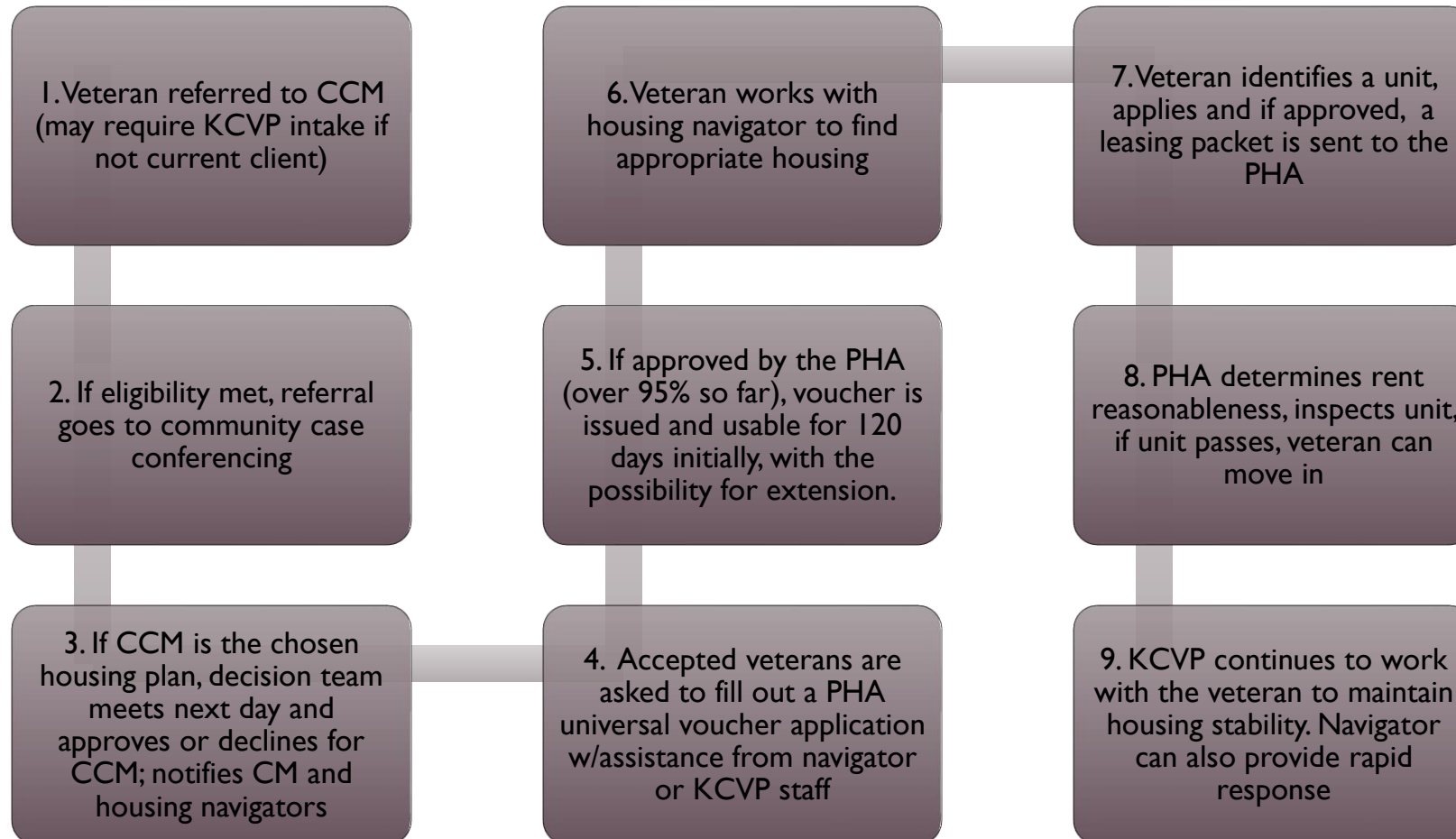
Policies & Approaches

- Complimentary screening reports
- Multi-tiered HCV payment standards
- Expedited inspections
- Close coordination between KCHA & KCVP
- Housing Owner Liaison team

Housing Navigation Services

- Tailored housing navigation services
- Landlord engagement
- Flexible client assistance funds to mitigate leasing barriers
- External partnerships

THE JOURNEY TO HOUSING WITH CCM- KING COUNTY



CCM VOUCHER DATA & DEMOGRAPHICS

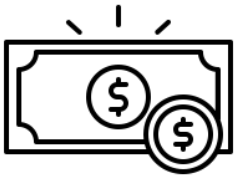
- Less than 25 total participants have had to transfer to HUD-VASH case management
- In 2023, only 4 vouchers were made available through attrition (KCHA)
- 53% of voucher holders are veterans of color
- On average, a voucher is issued within 9 days
- The shortest move-in was 24 days after voucher issuance (March 2024; SHA)
- The average move-in in ~3 months after voucher issuance
- Average income is \$1,250/month
- Average age is 55
- Currently over 170 veterans housed with vouchers and over 200 vouchers have been issued. An additional 35 are in the application phase with one of the PHA's, leaving only 54 vouchers to allocate.

What does this tell us? There is a need for this model in King County, the community understands it well and makes appropriate referrals (low transfer rate) who remain stably housed (low attrition rate). The majority of voucher holders are veterans of color and older veterans on fixed incomes.

LESSONS LEARNED IN CCM



Housing Search Assistance to decrease duration of homelessness



Flexible Client Assistance



Collaboration – community case conferencing & regular partner meetings (including HUD-VASH transfers)



Progressive engagement

QUESTIONS?

- Feel free to ask questions now, or to contact us later:
 - Megan Stanley, King County: mestanley@kingcounty.gov
 - Meghan Deal: Meghan.deal@va.gov
 - Cara Franke: Cara.franke@va.gov
 - Tara Olsonawski, King County Housing Authority: taraf@kcha.org

GROUP QUESTIONS

- Think back to the pre-presentation questions regarding system gaps and partners. Do you think any of those gaps could be addressed through new partnerships, like what we use in CCM?
- What other resources would you need (staffing, housing stock, etc.) to make a model like this work?
- Who would need to come to the table to get buy-in?
- What immediate next steps can you take after this if you want to create such a program?