<u>**Arizona Balance of State**</u>

<u>**Veterans Working Group Meeting Minutes**</u>

January 30, 2019

Members Present:

Danna Auriana (*SAVAHCS*)- Phone

Jeff Willgale (*VA*)

Jocelyn Muzzin (*SAVAHCS*)

Linda Kot (*Primavera*)- Phone

Lynda Bennett (*Catholic Charities*)

Nick Wood (*VRCA*)- Phone

Ryan Louis (*NAVAHCS*)

Timothy Laskowski (*US Vets*)

Members Absent:

Amanda Mason (*VA*)

Anna Lucero (*Primavera*)

Bob Graham (*Red Cross*)

Bryan Durham (*AZDVS*)

Cammie Dirrim (*Primavera*)

Carole Benedict (*US Vets*)

Darrel Reynolds (*Catholic Charities*)

Edward Shier (*NAVAHCS*)

Frank Real (*Red Cross*)

Gred Cooper (*ADOH*)

Jezreel Ramirez (*AZDVS*)

Kimberly Washington (*VA*)

Miguel Villalpando (*NCHP*)

Monica DeLaRosa (*AZDVS*)

Naomi King (*US Vets*)

Penny Miller (*VA*)

Robert Pilcher (*SAVAHCS*)

Robert Thomas (*SAVAHCS*)

Rocky Coronado (*Catholic Charities*)

Scott Fincher (*AZDVS*)

Sheryl Derby (*SAVAHCS*)

Stephanie Michael (*AZDVS*)

Tamara Wright (*VA*)

Tianna Cann (*NCHP*)

Tom Isakson (*VRCA*)

Staff & Guests

David Bridge (*ADOH*)

Glorianna Vercruyssen (*CRN*)

Joanna Sagar (*AZ Housing Coalition*)

Melissa Swain (*ADOH*)

Shane Groen (*AZ Housing Coalition*)

TJ Reed (*CRN*)- Phone

Everyone was welcomed, and the meeting started at 9:05 a.m. Introductions were performed.

<u>**By-Name List**</u>

The Working Group has decided to adopt the federal benchmarks, and the first benchmark is to decide whether all veterans experiencing homelessness have been identified in Arizona, and to identify gaps. In addition to the overall working group, more local groups need to meet and discuss issues shared by that area. The BNL can be used as a tool to measure how well this goal is being met.

TJ explained the BNL can be used for information on people that are already known and being worked with, to compare to external sources or to get a list of providers who are entering in HMIS in order to

try and identify gaps. He recommended using the BNL to compare month-to-month to see inflow and outflow, but he also cautioned that this benchmark data doesn't necessarily inspire action, so the BNL shouldn't be the only tool used to reach this benchmark.

> *Action Item:* *CRN will put together a "provider list" of those who have been entering information, so the local leads can sort by community in order to identify gaps (i.e. providers entering into HMIS vs. providers who are known as coming in contact with homeless veterans but aren't entering data into HMIS).*

> *Action Item:* *Glorianna will look into adding GEO codes/zip codes onto the BNL to help identify gaps and HMIS Providers by area.*

Strategic Planning for 2019

David put together and handed out the list of all known agencies (VA, SSVF, CE, and CoC) with contacts in each county who deal with veterans experiencing homelessness. Once everyone has confirmed these are the correct people, David will update the list with phone numbers. The next step is for these people to establish local meetings.

> *Action Item:* *Everyone needs to verify their own information, and provide the best phone number for David to incorporate on the list.*

Identify Gaps in Access

Ryan contacted the lead in each of the northern counties but suggests maybe meeting with local community partners might be a better approach.

> *Action Item:* *Jocelyn will contact the leads in the southern counties prior to the next Veterans Working Group meeting (scheduled for February 27th).*

Diversion/Dynamic Prioritization/Rapid Resolution were discussed for Rapid Resolution/Diversion. Lynda has funding for training.

> *Action Item:* *Anyone who has information on recognized quality professional trainers, please give Lynda the contact information.*

Jocelyn suggested developing a flowchart of how a veteran flows through the VA system that each county/access point can adapt to show their specific steps.

> *Action Item:* **Ryan and Jocelyn will draft a flowchart to be discussed at the next meeting (Jeff will send them an example from Phoenix to use as a template).**

> *Action Item:* **Lynda will check with Tamara Wright if the funding for training can be used to train non-Veteran providers in the CoC.**

<u>Status Verification</u>

The Committee discussed determination of eligibility for Veteran Services. VA eligibility designations include: VA-eligible, Humanitarian +1 Day Active Duty, Humanitarian +0 Days Active Duty, Active Duty, Needs More Documentation, Unable to Verify. These could be added in HMIS. Ryan looked into how local communities can research a person's official VA status, but the contact person has not responded yet.

DD214s can be scanned into HMIS, although sharing between agencies may be restricted. In HMIS there is a new column regarding the ROI and its designation (Yes, No, or Conflicting); as a result, if a person says "no" their name is excluded from the BNL, although their client ID is still available. This column is specific to program, so it doesn't automatically carry over to all programs within a single agency.

> *Action Item:* **Glorianna will look into whether there are regulations that dictate how long an ROI is considered valid, or if it can be open-ended or multiple years as opposed to yearly.**

> *Action Item:* **Each agency needs to seek out persons without an ROI to get either a "yes" or "no" instead of the column just being blank.**

With no further business, the meeting concluded at 11:02 a.m., January 30, 2019.

STAKEHOLDERS   2019.01-30

AZDVS	
Catholic Charities	X
NCHP	
NAVAHCS	X
Primavera	X
SAVAHCS	X
US Vets	X
VA	X
VRCA	

Commonly used acronyms:

ADOH= Arizona Department of Housing
AHC= Arizona Housing Coalition
ALIP= Arizona Landlord Incentive Program
AZBoSCoC= Arizona Balance of State Continuum of Care
AZDVS= Arizona Department of Veterans' Services
BNL= By-Name List
Catholic Charities Community Services
CE= Coordinated Entry
CoC= Continuum of Care
CRN= Crisis Response Network
CRRC= Community Resource Referral Center
GEO= Geographic
GPD= Grant and Per Diem
HMIS= Homeless Management Information System
HUD= U.S. Department of Housing and Urban Development
JAVC= Jerry Ambrose Veterans Council
LCEH= Local Coalition to End Homelessness
LIHTC= Low Income Housing Tax Credit
NCHP= National Community Health Partners
NAVAHCS= Northern Arizona VA Health Care System
NOFA= Notice of Funding Available

PIT= Point-in-Time Count
Primavera Foundation
PSH= Permanent Supportive Housing
RFP= Request for Proposals
ROI= Release of Information
RRH= Rapid Rehousing
SAVAHCS= Southern Arizona VA Health Care System
SMI= Serious Mental Illness
SPDAT= Service Prioritization Decision Assistance Tool
SPM= System Performance Measures
SSA= Social Security Administration
SSDI= Social Security Disability Income
SSI= Social Security Income
SSVF= Supportive Services for Veterans Families
TA= Technical Assistance
US Vets= U. S. Veterans Initiative
VA= U.S. Department Veterans Affairs
VASH= Veterans Affairs Supportive Housing
VI-SPDAT= Vulnerability Index- Service Prioritization Decision Assistance Tool
VOCA= Victims of Crime Act
VRCA= Veterans Resource Centers of America