

Arizona Balance of State  
Veterans Working Group Meeting Minutes

July 24, 2019

*Members Present:*

Darrel Reynolds (Catholic Charities)	Jocelyn Muzzin (SAVAHCS)
Edward Shier (NAVAHCS)	Linda Kot (Primavera)
Glorianna Vercruyssen (Crisis Response Network)	Miguel Villalpando (NCHP)
Jeff Willgale (VA)	Rocky Coronado (Catholic Charities)
Joanna Sagar (AZ Housing Coalition)	Ryan Louis (NAVAHCS)

*Staff & Guests*

Karia Basta (ADOH)	Ryan Vernick (ADOH)
Melissa Swain (ADOH)	

Everyone was welcomed, and the meeting started at 9:08 a.m. Introductions were performed.

**Update on Diversion Initiative/Training**

The curriculum is complete and it is out for review. Joanna attended community meetings in May to gauge what concerns and barriers communities have to these can be addressed in the training. The next step is to set up presentations for communities who have agreed to lead the training (Show Low, Prescott, Bullhead City/Kingman, and Flagstaff). A pilot presentation was given in Apache Junction, and it went well. NCHP will take the lead in the southern counties with AZHC in the northern counties. One goal of the workshops will be to train the trainer.

SSVF providers have to have plans approved prior to implementation.

***Action Item:** Joanna will check with Maxine Pulliam with the VA to double-check if SSVF providers need prior approval.*

Groups that are successful with Diversion target the agencies who are driving the inflow to get them on board with implementing Diversion strategies at the point of first contact.

***Action Item:** Glorianna will generate a "who's new" list by county from HMIS each month to identify service providers who are generating the inflow.*

**Housekeeping**

A motion to approve the minutes from the previous meetings (01/30/19 and 02/27/19) was made by Jocelyn and seconded by Jeff, with unanimous approval.

## Status Reports/Updates

Southern VA: back in February the group discussed forming smaller veteran workgroups in the various counties to address the veteran issues in each local CoC, so Jocelyn has been working with Pinal and Cochise counties. The southern part of Pinal County has started a pilot HUD VASH voucher program.

*Action Item: Jocelyn will look at the BNL for Apache Junction and send this number to Jeff to estimate how many VASH vouchers might be needed for northern Pinal County.*

Gila County: they have started their CoC meetings and Jeff plans to attend, since this county is in his VA catchment area.

AZHC: Staff will be attending the seven OVC stand-downs on the Tohono O'odham Reservation for outreach opportunities to veterans.

Catholic Charities: In the process of getting up to speed after taking over for Lynda Bennett.

CRN: Glorianna showed an example of the BNL to show how to determine who is a new entry onto the list vs. one who has been there more than one week, as well as what agencies are the entry point. Agencies are interested if the BNL can be limited to just veterans in addition to everyone in their catchment area.

*Action Item: Glorianna will ask Ty if it is possible for the system to general a list only of veterans.*

*Action Item: Ryan and Jocelyn will compile a month's worth of weekly BNLs to identify service providers who are generating the inflow, and also to ensure these agencies are attending local meetings.*

Anytime a homeless person self-reporting as a veteran is encountered, contact the CRRC to check their status or lack thereof; they can also inform what additional paperwork is required to verify veteran status.

*Action Item: Ryan L. will reach out to Coconino County to see if they are still having a problem with self-reported people who are not actually veterans.*

Primavera: Rapid Resolution training with staff has started.

Northern VA: Ryan L. has been working with Mohave County to get a veteran workgroup started. Yavapai County is working to improve their BNL and case conferencing, with extra emphasis on trying to get agencies who encounter veterans to enter into HMIS.

### **Review of Strategic Plan**

Jocelyn gave an overview of the plan, which was last reviewed in December 2018. David Bridge prior to leaving ADOH sent out a statewide veteran contact list.

*Action Item: Jocelyn will send Ryan V. a copy of this list so he can send it out to the group for updates.*

CRN developed a statewide access survey, which Ryan L. and Jocelyn have discussed with several of the county leads. One of the outcomes, in Yavapai County, was establishing “office hours” at all the public libraries once a month, where an outreach worker can help the homeless with food stamps, getting into HMIS for follow-up, applications for AHCCCS, etc. In order to make sending a referral easy for the lay-person such as librarians or the police, a Survey Monkey was developed with very basic questions an outreach worker could use to contact the homeless individual for follow-up.

The American Library Association has information for librarians for dealing with people experiencing homelessness (<http://www.ala.org/tools/atoz/poor-andor-homeless-library-patrons>).

*Action Item: Ryan V. will resend the group the statewide veteran contact list.*

La Paz County in an outreach effort decided to do a summer PIT count; results will be forthcoming.

The CE hotline covering Graham, Greenlee, and Santa Cruz counties will be starting October 1, 2019. CRN is evaluating what resources are available in those counties, and what the gaps are. Anyone who knows of specific resources in those counties, let Glorianna know. Outreach so people know the hotline exists will also be of key importance.

Ryan L. reiterated for people to continue to give out the national homeless veteran hotline number (1-877-4AID-VET or 1-877-424-3838).

Built for Zero is a process for ending homelessness around the country, with rigorous efforts to accelerate the spread of proven strategies.

*Action Item: Linda and Jocelyn will collaborate to develop a work plan for future possible enrollment in Built for Zero.*

*Action Item: Jocelyn will ask Built for Zero TA if the AZBoS is too large of an area, or if a smaller group is necessary, since ADOH will not fund the tuition for a veteran-only initiative for just a single community vs. a larger group.*

*Action Item: Joanna will research how Built for Zero is structured, what is required in terms of commitment, calendar events, etc.*

*Action Item: Jocelyn will put together an email group for those interested in Built for Zero.*

Utilizing a statewide BNL has been discussed in the past, where someone in a different part of the state could connect with a veteran experiencing homelessness in an area that is not being well served, instead of each community not looking beyond their own borders (for example, Bullhead City making contact with someone in Quartzsite).

*Action Item: Joanna will ask Shane the status on this task.*

Is Veteran eligibility an issue?

*Action Item: Ryan L. will check with VRCA if they are willing to start participating in a meaningful way, so the Committee has a Coconino participant, since Coconino experiences the highest incidence of self-reported people claiming veteran status who end up being ineligible.*

*Action Item: Darrel will ask his TIP employee if it is an issue for them and how they are identifying the veteran status or lack thereof.*

*Action Item: Anyone familiar with Squares 2.0 for verifying veteran eligibility, send Jeff feedback.*

### Upcoming Meetings

The next scheduled meetings in 2019 are August 28, September 25, October 23, November 27, and December 18. These meetings will be shifted to start at 9:30 a.m.

With no further business, the meeting concluded at 11:06 a.m., July 24, 2019.

STAKEHOLDERS	2019.01-30	2019.02-27	2019.07-24
AZDVS			
AZHC	X	X	X
Catholic Charities	X	X	X
CRN	X	X	X
NCHP		X	X
NAVAHCS	X	X	X
Primavera	X	X	X
SAVAHCS	X	X	X
US Vets	X	X	
VA	X	X	X
VRCA			

### Commonly used acronyms:

ADOH= Arizona Department of Housing	Primavera Foundation
AHC= Arizona Housing Coalition	PSH= Permanent Supportive Housing
ALIP= Arizona Landlord Incentive Program	RFP= Request for Proposals
AZBoSCoC= Arizona Balance of State Continuum of Care	ROI= Release of Information
AZDVS= Arizona Department of Veterans' Services	RRH= Rapid Rehousing
BNL= By-Name List	SAVAHCS= Southern Arizona VA Health Care System
Catholic Charities Community Services	SMI= Serious Mental Illness
CE= Coordinated Entry	SPDAT= Service Prioritization Decision Assistance Tool
CoC= Continuum of Care	SPM= System Performance Measures
CRN= Crisis Response Network	SSA= Social Security Administration
CRRC= Community Resource Referral Center	SSDI= Social Security Disability Income
GEO= Geographic	SSI= Social Security Income
GPD= Grant and Per Diem	SSVF= Supportive Services for Veterans Families
HMIS= Homeless Management Information System	TA= Technical Assistance
HUD= U.S. Department of Housing and Urban Development	TH= Transitional Housing
JAVC= Jerry Ambrose Veterans Council	TIP= Transition in Place
LCEH= Local Coalition to End Homelessness	US Vets= U. S. Veterans Initiative
LIHTC= Low Income Housing Tax Credit	VA= U.S. Department Veterans Affairs
NCHP= National Community Health Partners	VASH= Veterans Affairs Supportive Housing
NAVAHCS= Northern Arizona VA Health Care System	VI-SPDAT= Vulnerability Index- Service Prioritization Decision Assistance Tool
NOFA= Notice of Funding Available	VOCA= Victims of Crime Act
OVC= O'odham Veterans Celebration	VRCA= Veterans Resource Centers of America
PIT= Point-in-Time Count	