Facing the Challenge to End Veteran Homelessness in North Carolina
Session III - Making It Work
July 26, 2018

Register for our email updates: ncgwg.org

Join us by live stream at www.facebook.com/govinst
or call 919.212.5747

Meeting agenda and minutes: ncgwg.org/minutes-and-group-updates
Secretary Larry Hall
North Carolina Department of Military & Veterans Affairs

Vice Chair Updates
Ken Schuesselin
Associate Director of Consumer Policy
Division of Mental Health, Developmental Disabilities, and Substance Abuse Services
North Carolina Department of Health and Human Services

NC DMHDDSAS Update
Veteran Support Specialist (VSS) Training
NCServes Networks
PATH (Projects for Assistance in Transition from Homelessness) Program
Governor’s Working Group on Veterans, Service Members, and their Families
Linda Exner
Acting Deputy Network Director of the Department of Veterans Affairs
Mid-Atlantic Health Care Network (VISN 6)

Mark Edmonds
Chief Operating Officer - Workforce Solutions
North Carolina Department of Commerce
NC Department of Commerce
Division of Workforce Solutions

New hiring event model for better support to Veterans across the state.
  - Increase from 8 to 20 events.
  - Balance the focus around military installations and other areas.

Upcoming NC4ME (North Carolina for Military Employment) Events
  - August 7-8 – Fort Bragg
  - September 5 – Raleigh (Partnering with NCNG)
  - EOM September – Elizabeth City
  - October 19/20 – Hickory
  - Early November – Jacksonville

Collaboration with the National Association of State Workforce Agencies and
the Veterans Employment and Training Service, US Department of Labor

Mark Bilosz
Director, Veterans Benefits Administration
Winston-Salem Regional Office
U.S. Department of Veterans Affairs
Upcoming VBA Outreach Events

Charlotte Pride
- August 18-19 – Uptown Charlotte, Charlotte, NC 28202

NABVETS Convention Resource Fair
- August 23 – Sheraton Charlotte Airport, Charlotte, NC 28208

VISN-6 MIRECC & DURVAMC:
- July 25 – 27 – Dunn Community Center, 205 Jackson Rd., Dunn, NC
- September 13 – 15 – Herbert Young Community Ctr., 101 Wilkinson Ave., Cary, NC


James Prosser
Assistant Secretary for Veterans Affairs
Retired Master Sergeant, Air Force
NC Department of Military and Veterans Affairs
GWG Updates for 7/26/18

Release of 2018 Resource Guide – available on line at:


MOU with the National Veterans Legal Services Program: Appeals Modernization and Enhanced Training for VSOs.

NC Veterans Council – New Commander, James Hicks (MOPH)

NC Veterans Affairs Commission – Realignment of Districts

Jeff Smith

Military and Veterans Program Liaison
Division of MH/DD/SAS
North Carolina Department of Health and Human Services
Reducing Veteran Suicide in NC

SAMHSA SMVF TAC & Charlotte/Mecklenburg
  - Crisis Intercept Mapping (CIM)
  - Community Challenge to Reduce Veteran Suicide

UNC-TV & Governor’s Institute
  - Mental Health Moments for Fall 2018
  - Coordinated Multi-Media campaign

VISN 19 MIRECC & DURVAMC
  - Carteret County Rural Suicide Prevention Pilot Program

Laura McCarthy
Suicide Prevention Coordinator
Greenville HCC
Morehead City CBOC
Suicide Prevention
Together With Veterans and Clay Hunt Initiative
Carteret County, NC

Clay Hunt Suicide Prevention for America Veterans (SAV) Act
Fact Sheet
February 2015

On February 12, 2015, President Obama signed the Clay Hunt Suicide Prevention Act into law. Sgt. Clay Hunt left Active Duty service with the U.S. Marine Corps in 2008. Following his discharge, he struggled with depression, panic attacks and post-traumatic stress but threw himself into Veterans advocacy and humanitarian work. In 2011, he died by suicide at the age of 28. Mental health care and suicide prevention are already among the Department of Veterans Affairs (VA) highest priorities. This Act will give VA additional authority to address these priorities.
**Together With Veterans Process**

1. Engage Veteran Community
2. Assess Community Capacity to Serve Veterans
3. Develop Community Action Plan
4. Support Implementation of the Action Plan
5. Program Evaluation

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Jeff Smith
Military and Veterans Program Liaison
Division of MH/DD/SAS
North Carolina Department of Health and Human Services
A Quick Review of GWG Sessions on Addressing and Ending Veteran Homelessness

- First Person – Michael Bishop, Lisa Brand, Barry Shipp
- The Homeless System
- Standards – U.S. Interagency Council on Homelessness
- Operation HOME
- Practice: Grant and Per Diem, SSVF, HUD/VASH
- Results – Improved Coordination and Significant Decreases
- Ongoing Need to Expand Resources
- Looking Ahead: Veterans Life Center
Mary Gaertner

Neighborhood Program Coordinator
NC Department of Military and Veteran Affairs

ENDING VETERAN HOMELESSNESS IN CHARLOTTE-MECKLENBURG
July 26, 2018

HOUSING OUR HEROES
Charlotte-Mecklenburg Housing Our Heroes

811 Veterans Housed Since 2014

Federal Partnerships
Technical Assistance
HUD-VASH Application Time Streamlined
Landlord Fair for Veterans
CMPD & City Code Enforcement Collaborations
Aligned CoC Systems Work
Grants & Donations

Challenge

Lack of Affordable Housing
Landlords
Double & Triple Security Deposits
Losing Track of Unsheltered Veterans
Shelter Capacity
SSVF Funding Allocations

What's Working

✓ Coordinated Entry
✓ Veterans Service Office – CE Location
✓ By-Name Registry
✓ Good Working Relationship with VA
✓ Landlord Incentive Pilot Program
✓ Care Coordination Case Management
✓ Connection to Continuum of Care
HoH BFZ Project Portfolio

- Pilot Coordinated Entry Referral Process
- Improve Monthly Case Conferencing
- Strengthen VA Outreach
- VA Data Sharing
- Enhanced By-Name Registry
- Expiring HUD-VASH Vouchers

You don't have to have it all figured out to move forward!
Race & Equity in Homeless System

August 2018
BFZ Collaborative Pilot

"BUT AS AMERICANS, THE IDEA THAT ANYONE WHO HAS WORN OUR COUNTRY’S UNIFORM SPENDS THEIR NIGHTS SLEEPING ON THE GROUND SHOULD HORRIFY US. AND SO IT IS TRULY OUR DUTY TO RIGHT THIS WRONG AND PUT AN END TO VETERAN HOMELESSNESS, ONCE AND FOR ALL”.

Michelle Obama
July 31, 2014
National Alliance to End Homelessness Conference
Looking Ahead: Landlord Incentive Pilot Project

- Partnership between NC Housing Finance Agency, NC Department of Health and Human Services, NC Department of Military and Veteran Affairs, and NC Coalition to End Homelessness
- Risk Mitigation and Housing Incentive
- Targets Veterans and includes all existing homelessness
- 4 Pilot Communities: Wilmington, Durham, Charlotte, and Asheville
- January, 2018 through December, 2019
- Evaluation and Report
Looking Ahead: Micro Housing for Disabled and Homeless Veterans

- Expand Access and Stock
- Lewis Sadler & Micro-Housing Team of Operation HOME
- NC State School of Design
  - Fall 2018 Class
  - Research
  - Playbook
- Sanford School of Public Policy at Duke University: Human Centered Design

Sarah Thelen
HCD Project Manager
Sanford School of Public Policy - Duke University
Veteran Micro-Housing
Pride, Purpose, Community

Agenda
- Background
- What is HCD?
- Key insights gathered (so far)
- Next steps
- How you could help
Meet the Team

Terry Allebaugh  
Project Lead

Sarah Thelen  
HCD Project Manager

Jessica Jenkins  
Design Facilitator

Mark Kubacyzk  
Design Facilitator

What is Human-Centered Design?

- Define Operational Goals
- Create Concepts
- Fit Concepts to Constituents

- Understand Constituents
- Create Concepts
- Build Operational Systems

- Design Solution
- Desirable
  - Do veterans want this?
- Viable
  - Should we do this?
- Feasible
  - Can we do this?

- Defining Outcomes for Veterans (becoming housed)
- Understanding the Homeless Veteran Experience
- “What and why” Veteran Experience
- Employee Experience “How”
- Function vs. Purpose
- Effectiveness
- Ease Emotion
Honing in: how we arrived at a targeted question

<table>
<thead>
<tr>
<th>Initial Question</th>
<th>Discover</th>
<th>Design &amp; Measure</th>
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VA Staff
State Department of Health & Human Services

Formerly Homeless, Supportively Housed and Permanently Housed Veterans

Veterans Living in Shelters
Homelessness Prevention Non-Profit Case Workers

WHO WE TALKED TO
Key Observations

- Home is a place to regain their pride.
  “In the military, you hold your head up high, at attention. You don’t do that when you’re homeless.”

- The transition from the military to the civilian world is difficult.
  “I was surprised by how much I didn’t know about living.”

- Home is a place to get away, but still be part of a community.
  “I don’t like sharing walls.”
  “Everyone’s on your side, a brotherhood.”

Key Insights

- Home is a personalized reflection of who they are.

- Maximize purposefulness, minimize feelings of isolation.

- A community that “gets it,” where veterans do not have to explain themselves.

Key Housing Elements that Matter for Veterans

Space

Space that is distinctly theirs and away from others, while still being part of a supportive community. Most do not like sharing walls with others because of the unfamiliar and unwanted noises coming from others.

Community

Veterans want a community that they do not have to explain themselves to, a community that just “gets it.” That sense of support was missing for most who were homeless and they are eager to find it again, while wary of previous failures.

Pride and Failure

When failure does happen, even if it’s just incorrectly filling out a form or going at the wrong time to an appointment, it creates another layer of shame. Supportive services that help veterans deal with and move on from past failures should be part of the solution.
Next Steps

- More interviews
- More insights
- Design brief to NC State class in late August

What We Need From You:

- 21st Century Veteran Interviewees
- Your feedback
Future Tasks

- Promote the support of full funding for the position of Ending Veteran Homelessness Coordinator.
- The interagency Operation Home will prepare recommendations to end Veteran homelessness to the Governor.
Paul Berry
NC Serves
Introductions and Updates
Next Meeting: August 23, 2018

Situation Room of Emergency Management
Joint Force Headquarters

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Join us by live stream at www.facebook.com/govinst
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Meeting agenda and minutes: ncgw.org/minutes-and-group-updates