

# NCSHA 2016 Annual Awards Entry Form

(Complete one form for each entry)

**Deadline: Wednesday, June 15, 2016**

Visit [ncsha.org/awards](http://ncsha.org/awards) to view the Annual Awards Call for Entries.

**Instructions:** Type entry information into the form and save it as a PDF. Do not write on or scan the form. If you have any questions contact [awards@ncsha.org](mailto:awards@ncsha.org) or 202-624-7710.

Fill out the entry name *exactly* as you want it listed in the program.

**Entry Name:** \_\_\_\_\_

**HFA:** \_\_\_\_\_

**Submission Contact:** (Must be HFA Staff Member) \_\_\_\_\_ **Email:** \_\_\_\_\_

Please provide a 15-word (maximum) description of your nomination to appear on the NCSHA website.

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Use this header on the upper right corner of each page:

**HFA:** \_\_\_\_\_

**Entry Name:** \_\_\_\_\_

\_\_\_\_\_

**Select the appropriate subcategory of your entry and indicate if you are providing visual aids.**

<b>Communications</b>	<b>Homeownership</b>	<b>Legislative Advocacy</b>	<b>Management Innovation</b>
Annual Report	Empowering New Buyers	Federal Advocacy	Financial
Creative Media	Encouraging New Production	State Advocacy	Human Resources
Promotional Materials and Newsletters	Home Improvement and Rehabilitation		Operations
			Technology
<b>Rental Housing</b>	<b>Special Needs Housing</b>	<b>Special Achievement</b>	Are you providing visual aids?
Encouraging New Production	Combating Homelessness	Special Achievement	Yes
Multifamily Management	Housing for Persons with Special Needs		No
Preservation and Rehabilitation			



# **2016 NCSHA**

## **Award Submission**

**ENTRY NAME:**

**Preventing and Ending Veteran  
Homelessness**

**ENTRY CATEGORY:**

**Special Needs Housing  
Combating Homelessness**

## Virginia Housing Development Authority Preventing and Ending Veteran Homelessness

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*“This is an important victory in our ongoing efforts to make our Commonwealth the best place on earth for veterans to live, work and raise a family. However, we must remain committed to keeping homelessness among veterans, and, all Virginians, rare, brief and non-recurring.”*

*Virginia Governor Terry McAuliffe*

### Brief Description

In 2014, The Virginia Housing Development Authority (VHDA) developed and implemented a comprehensive grant making strategy to combat veteran homelessness. The strategy focused on enhancing state and local partnership through technical assistance, developing the local workforce to better address the needs of homeless veterans, and providing significant operational support to emergency housing providers. All of these efforts were designed to support the Virginia Governor’s Challenge to End Veteran Homelessness by 2015. VHDA, in partnership with the Governor’s Homeless Coordinating Council, participated in a multi-agency state and local partnership designed to catalyze local efforts to address veteran’s homelessness. **Virginia became the first state in the country to effectively end veteran’s homelessness among all veterans.**

Additionally, this grant making approach further VHDA’s FY2015-2016 Strategic Plan Community Outreach Division Goal that is to “provide financial and technical support to facilitate affordable housing planning and development while assisting citizens, stakeholder groups and communities in optimizing housing solutions.”

VHDA served as an instrumental state partner in this effort with its three-pronged grant making strategy. The approach included:

- 1) focusing the Authority’s charitable efforts to support emergency housing for homeless veterans through the annual VHDA Golf Tournament,
- 2) providing underwriting support for statewide strategic planning events designed to catalyze local housing placements, and
- 3) supporting continuums of care across the Commonwealth to hire staff to support local coordination efforts to improve veteran’s housing placements.

### Overview of Activities

1) Direct support to veterans’ service providing organizations– The first element was to provide direct support to homeless shelters serving homeless veterans by awarding them with a portion of the proceeds from VHDA’s annual golf tournament, The Don Ritenour Charity Golf Classic. In 2015, VHDA enhanced its application and selection process to prioritize organizations that serve homeless veterans by providing emergency shelter and/or rapid re-housing assistance. Of the 2015 awardees, four identified veterans as a target population served. The selected organizations serve homeless veterans through emergency shelter and rapid re-housing assistance. The change in the application emphasis allowed VHDA to further the state policy goal of ending veterans homeless by aligning its grant making support with state policy priorities.

2) Grant making to enhance state and local partnership: Veterans Boot Camp and the 100 Day Challenge–

VHDA’s second strategy included supporting the regional systems change process through underwriting a portion of the cost of the statewide Veterans Boot camp. Virginia was the first state in the country to undertake a statewide boot camp, which included a two-day facilitated community planning processes to help over 80 community stakeholders begin mapping and implementing a permanent housing pipeline for homeless veterans. The Boot Camp convened critical stakeholders in an intensive planning process to establish a Coordinated Assessment and Housing Placement System (CAHP) for homeless veterans. The result of the two day boot camp were community-specific process maps for housing veteran’s in three of the four Virginia communities in closest proximity to a Veteran’s Affairs Medical Center (VAMC). Additionally, each of the communities committed to developing a by name list of homeless veterans in their respective communities. This is a best practice in serving individuals experiencing

## **Virginia Housing Development Authority Preventing and Ending Veteran Homelessness**

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homelessness as recognized by the United States Interagency Council on Homelessness. The effort was a multi-agency collaborative led by Virginia Coalition to End Homelessness (VCEH) and the Virginia Wounded Warrior Program (VWWP) and policy, planning, and design support from the Office of the Secretary of Health and Human Resources, VHDA and the Virginia Department of Housing and Community Development (DHCD). VHDA was the primary event sponsor, and the Authority's underwriting supported covered the cost of expert facilitation, meeting space, event meals, and staff logistical support.

VHDA's support also covered the technical assistance provided during the 100 Day Challenge to Combat Veteran Homelessness in communities across the state. In this phase, community stakeholders met on a bi-weekly basis to develop, implement and assess local progress towards housing the target number of veterans established at the September Boot Camp. VHDA's grant funded technical provided by Community Solutions and Rapid Results, two nationally recognized technical assistance providers. As a result of this effort, approx. 400 veterans were housed during the 100 Day Challenge.

3) Supporting the local workforce development for ending veteran's homelessness: VHDA AmeriCorps VISTA Grant Pool: In 2014, VHDA partnered with the Virginia Coalition to End Homelessness (VCEH) to assist local communities with increasing their capacity to prevent and end homelessness. The partnership was designed to support VCEH's AmeriCorps program which places AmeriCorps volunteers in local continuums of care and planning groups throughout the Commonwealth of Virginia. VHDA developed a targeted grant program as part of its Capacity Building Grant and provide up to \$15,000 to at least five communities to participate in the VCEH AmeriCorps Program. One of the eligibility criteria for receiving the grant was a demonstrable commitment to ending veterans' homelessness. Additionally, each grantee community is required to include a community work plan goal designed to address the needs of homeless veterans in their community. VCEH provides technical assistance to communities to identify model practices to address these goals and the AmeriCorps VISTA member is tasked with implementing the plan and monitoring the community progress towards the objectives.

### **Need and Purpose**

Virginia established a statewide goal to end veteran homelessness by the end of 2015, and with a high degree of collaboration and coordination, the state was able to develop the systems needed to meet this challenge. The state is home to several military bases and an increase in the number of veterans living in the state is anticipated in the coming years. Making sure that all of those who served our country have adequate and safe housing is a priority for VHDA, and addressing the needs of our most vulnerable veterans experiencing homelessness is an obligation that we are fully committed to honoring.

VHDA identified a critical need in the local affordable housing network for operation funds to support the work of local and regional nonprofits as they ramped up their efforts to meet the Governor's Challenge. Therefore, the decision to redesign VHDA's Charity Golf Tournament award process was designed to help communities meet the immediate housing needs of veterans. The creation of a targeted VISTA grant pool was designed to support the community planning and coordination work that is critical to effective service delivery.

With respect to the state and local coordination support, the Veteran Boot Camps have been an effective tool in communities across the country as they work to end veteran homelessness. Salt Lake City, Phoenix, and New Orleans are all communities that used this proven tactic and all three of them have declared an end to veteran homelessness. The Boot Camp approach replicates the national success of the 100,000 Homes campaign that housed over 105,000 of the nation's most vulnerable individuals experiencing homelessness.

## Virginia Housing Development Authority Preventing and Ending Veteran Homelessness

### Investments and Accomplishments

Both the Boot Camp and 100 Day Challenge have been able to demonstrate significant benefits to formerly homeless veterans. Using 2014 statewide point-in-time count data as a baseline, by summer 2015 nearly 75% of the 620 identified homeless veterans had been housed or had either a housing voucher or rental assistance which would be utilized once their assisted housing search was completed. We expect the impact to be even greater once 2016 point-in-time data is aggregated and released in late spring 2016. The table below details VHDA's financial investment and the associated outcomes.

VHDA Investment	Outcomes
Approx. Total Investment: \$236,000	
Veteran's Bootcamp approx. cost \$36,000.	1818 veterans housed because of local partnerships of housing and services providers
AmeriCorps VISTA  approx. cost \$120,000	VHDA has provided \$120,000 in support to 8 communities to enhance the local response to veterans' homelessness.
Don Ritenour Charity Golf Classic Approx. cost \$80,000	Awarded over \$80,000 to 4 homeless emergency and/or rapid rehousing providers

Since September 2014, 1818 veterans have been housed. These outcomes were in large part made possible as a result of the Veterans Boot Camp and the 100 Day Challenge. In addition to the housing outcomes, the system level coordination outcomes were critical to the success of the local partners' ability to effectively house individuals. Lastly, the support of AmeriCorps VISTA members improved the statewide affordable housing network's ability to better address homelessness at a local and regional level. And, the support of emergency shelter and rapid rehousing providers, through the Don Ritenour Charity Golf Classic, gave targeted cash infusion to help further the state's policy objective of ending veterans homelessness.

### Innovative

VHDA used its grant making abilities to catalyze state and local efforts to address veterans homelessness. Providing support to four charities that include veteran homelessness in their target population and are geographically dispersed across the state further extended VHDA's reach in addressing veteran homelessness. The injection of resources gave the needed momentum to enhance local partnerships, and the operations grants provided the financial infusion that communities needed to rapidly re-house veterans. The Boot Camp approach taken by Virginia was innovative as this was the **first time** a state was able to apply a local model to a state level.

### Replicable

VHDA's approach to targeted grant making/funding can be replicated by other states across the country, and other HFA could develop targeted grant making program to bring together key players from public housing authorities, the Department of Veterans Affairs, and human services agencies to address the barriers to eliminating veteran homelessness.

### Conclusion

Virginia's targeted grant making approach to addressing veteran homelessness has proven to be very successful. These elements included supporting emergency housing for homeless veterans through VHDA's annual charity golf tournament, as well as underwriting both the statewide Veterans Boot Camp and the costs of the 100 Day Challenge to End Veteran Homelessness in Virginia. Because of the strong state and local partnership, **Virginia became the first state in the country to effectively end veteran's homelessness among all veterans**. This means that each community in the Commonwealth has a clear process to quickly identify veterans that are experiencing homelessness, assess their needs, to prioritize them for housing, and to offer the resources to move veterans out of homelessness into safe, stable and permanent housing. VHDA is pleased to have played a critical role in addressing the needs of homeless veterans through its leadership role as a funder.

**Governor of Virginia – Terry McAuliffe  
Announces Virginia is the First State in the Nation to Functionally End  
Veteran Homelessness**



**Don Ritenour Charity Golf Classic awarded over \$80,000 to four homeless emergency and/or rapid rehousing providers**



# Governor - Newsroom

- 
- [Governor](#)
- [News](#)
- Virginia Moves to End Veteran Homelessness by the End of 2015

**For Immediate Release:** September 24, 2014

**Contacts:** Today marks the kickoff of the statewide 100 Day Challenge to house veterans experiencing homelessness. On any given night, 617 veterans in Virginia are homeless based on the 2014 Point-In-Time Count, a survey of sheltered and unsheltered homeless persons.

## Virginia Moves to End Veteran Homelessness by the End of 2015

**~Communities across the state engage in the 100 Day Challenge to house veterans experiencing homelessness~**

Today marks the kickoff of the statewide 100 Day Challenge to house veterans experiencing homelessness. On any given night, 617 veterans in Virginia are homeless based on the 2014 Point-In-Time Count, a survey of sheltered and unsheltered homeless persons. Understanding the gravity of this situation, Governor Terry McAuliffe and mayors from Alexandria, Hampton, Richmond, Petersburg, Salem, Roanoke, Norfolk, Portsmouth and Newport News signed the Mayors Challenge. The initiative is designed to encourage community leaders to collaborate on strategies targeting veteran homelessness.

“Together, we can be a force for positive change,” **said Governor McAuliffe**, one of only five state executives to sign the Mayors Challenge. “We must renew our commitment to better serve our veterans in every community across the Commonwealth. Our labors on their behalf pale compared to the sacrifices these men and women have made in service to our country.”

This 100 Day Challenge is a step toward ending veteran homelessness by the end of December 2015. It follows a two-day Boot Camp in which community partners from Roanoke, Richmond and Hampton Roads teamed up to create local goals based on unique challenges that each community is experiencing in housing veterans faster. The initiative was sponsored by the Governor’s Homeless Coordinating Council, the Virginia Department of Veterans Services, and the Virginia Coalition to End Homelessness. The National League of Cities also has been an active partner in encouraging local leader participation in the Challenge.

“This important effort will significantly strengthen Virginia's ability to end veteran homelessness,” **said**



**Brandi Jancaitis, Executive Director of the Virginia Department of Veterans Services/Virginia Wounded Warrior Program.** “The Boot Camp and 100 Day Challenge highlight the importance of collaboration on federal, state and local levels to tackle this challenge. In the past two days, communities set concrete goals, and the 100 Day Challenge puts urgency behind these goals and our Governor's commitment to end homelessness for veterans in the Commonwealth.”

The 100 Day Challenge is an opportunity for members of local, state, and federal governments, as well as nonprofits, charities, and faith-based organizations, to join together in teams to implement strategies that have been proven effective in ending homelessness in communities across Virginia and the nation. The Housing First model is one of the adopted approaches. It focuses on providing housing for the most chronically homeless veterans, then connecting them with additional resources to retain their housing. These resources include case management, health care, mental health and substance abuse counseling, and job training. This was a primary strategy used by Phoenix, Arizona, and Salt Lake City, Utah. Leaders of the two cities announced early this year that they have ended chronic veteran homelessness in their communities. Another key to their success was the deployment of navigation teams into the communities to work directly with veterans and obtain any documentation they may need to obtain housing. Once housed, veterans are linked to additional resources and provided with what they need to create a stable lifestyle and remain in housing.

“The 100 Day Challenge is an acknowledgement of the need to bolster our efforts and establish clear, sharp goals for ending veteran homelessness without delay,” **said John Harvey, Secretary of Veterans and Defense Affairs.**

**Bill Hazel, Secretary of Health and Human Resources, added,** “The swift, enthusiastic response by communities across the state gives me confidence. We can meet this important goal and eradicate veteran homelessness by the end of 2015.”

“Bold leadership at the state and local levels will ensure that veterans affected by homelessness have an opportunity to live in stable housing,” **said Secretary of Commerce and Trade Maurice Jones.** “This should be a minimal expectation in our society. Our veterans have earned it.”

“Ending homelessness among veterans in Virginia is a goal that is within our reach,” **said Phyllis Chamberlain, executive director of the Virginia Coalition to End Homelessness.** “We have the political and community will to do this. It is the right thing to do to house veterans who have served our country. It also makes economic sense, as housing vulnerable veterans is generally less expensive than keeping them in homelessness.”

The Hampton Roads, Roanoke and Richmond metro area communities, in partnership with the Veterans Affairs Medical Centers, have rigorously evaluated their current systems and created a plan to efficiently house as many veterans as they can in the next 100 days. Through this effort, they will also be eliminating the duplication of processes, challenging groups to look at this issue in a new way, and

moving veterans into housing first while connecting them to services more quickly. This collaboration of local, state and federal efforts is a pivotal movement that will push Virginia closer to becoming the first state to reach the federal goal of ending veteran homelessness by the end of 2015.

These local communities are continuously searching to create partnerships with individuals, organizations and landlords who want to contribute to the lives of the men and women who have protected our freedom.

*About Virginia Coalition to End Homelessness: A statewide nonprofit organization that advocates for increased resources and implementation of best practice strategies, such as the Housing First model, to prevent and end homelessness.*

*About Department of Veteran Services (DVS): ([www.dvs.virginia.gov](http://www.dvs.virginia.gov)): The Virginia Department of Veterans Services operates 23 benefit services offices where representatives assist veterans and their family members in filing claims for federal veterans benefits. Among other services, DVS operates two long-term care facilities offering nursing and domiciliary care for veterans, and also provides veterans with direct linkages to needed services including behavioral healthcare, veteran's benefits, housing, employment and other public and private assistance programs.*

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# Governor - Newsroom

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- [Governor](#)
- [News](#)
- Virginia is the First State in the Nation to Functionally End Veteran Homelessness

**For Immediate Release:** November 11, 2015

**Contacts:** Office of the Governor: Brian Coy, (804) 225-4260, [Brian.Coy@governor.virginia.gov](mailto:Brian.Coy@governor.virginia.gov)

## Virginia is the First State in the Nation to Functionally End Veteran Homelessness

**~Governor McAuliffe Announces More than 1,400 veterans housed in the past year~**

**RICHMOND** – Today Governor Terry McAuliffe announced that Virginia has been certified by the United States Interagency Council on Homelessness, the U.S. Department of Housing and Urban Development, and the U.S. Department of Veterans Affairs as the first state in the nation to [functionally end veteran homelessness](#). Speaking at a Veterans Day ceremony at the Virginia War Memorial alongside U.S. Secretary of Housing and Urban Development Julián Castro, Governor McAuliffe declared that Virginia has housed 1,432 homeless veterans since October 2014.

“On a day when we remember those who fought and died for our nation, I am proud to proclaim that Virginia is leading the way in the fight to end veteran homelessness,” **said Governor McAuliffe**. “This is an important victory in our ongoing efforts to make our Commonwealth the best place on earth for veterans to live, work and raise a family. However, we must remain committed to keeping homelessness among veterans, and, all Virginians, rare, brief and non-recurring. This successful effort will serve as the launching pad for our next goal of functionally ending chronic homelessness among all Virginians by the end of 2017.”

The announcement is the culmination of efforts that began when Governor McAuliffe committed Virginia to First Lady Michelle Obama’s [Mayor’s Challenge to End Veteran Homelessness](#) in June 2014 and pledged to end veteran homelessness by the end of 2015.

Since signing on, 20 mayors and county chairs throughout Virginia have publicly declared their commitment to achieving the goals of the *Mayor’s Challenge*, and communities throughout Virginia have successfully housed veterans through two consecutive [100 Day Challenges](#) in partnership with Community Solutions and the [Rapid Results Institute](#).

Communities throughout Virginia have made vast improvements in their homelessness response and housing assistance systems. By using evidenced-based tools for triaging the needs of identified veterans, making both rapid re-housing and permanent supportive housing resources available, as well as incorporating the principles of Housing First throughout the entire spectrum of housing assistance for a veteran, these systems have been streamlined to help a veteran experiencing homelessness to quickly secure permanent housing.

The availability and provision of supportive services to help veterans maintain stability within their new homes have been equally critical in this effort. By implementing efficient homelessness response systems across the state, Virginia has ensured that any veteran's experience with homelessness either now or in the future will be rare, brief, and non-recurring.

The effort to end Virginia homelessness relied on partnerships with regional Veterans Affairs Medical Centers, local housing continua of care (CoC) providers, Supportive Services for Veterans Families (SSVF) programs and local public housing authorities. The increased level of coordination, collaboration, and communication at the state level among such partners as the Virginia Department of Veterans Services, Virginia Coalition to End Homelessness, Virginia Department of Housing and Community Development, Virginia Housing Development Authority, Governor's Coordinating Council on Homelessness.

Key federal partners included: the Department of Housing and Urban Development (HUD), the Department of Veterans Affairs (VA), and the Department of Labor (DOL).

"Virginia is grateful to have such collaborative relationships with our community based, state and federal level partners," **said John Harvey, Secretary of Veterans and Defense Affairs.** "We must remain committed to effectively and freely communicating and collaborating in order to keep our veterans homelessness response and housing assistance systems fully functional and sustainable over the long haul".

Additionally, by engaging with non-traditional partners, such as Dominion Virginia Power and Appalachian Power Company, Virginia is continuing to expand the depth of the supportive networks in place to help veterans to continue living in their homes.

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