
Milwaukee Continuum of Care Policy

Original Issue Date: 02/06/2017

Program: Milwaukee Continuum of Care – City of Milwaukee

Title: **Veteran Registry****Date Last Reviewed:** 09/20/2017

PURPOSE:

This Continuum of Care (CoC) has mobilized resources and member efforts around the goal of ending Veteran Homelessness. Any single Veteran or Veteran who is a head of household should be able to select from available and appropriate permanent housing resources. Providers serving Veterans who are funded by the CoC, HOPWA, City ESG, State ESG, State ETH and CDBG are required by this policy to regularly communicate housing placement progress updates on the chronically homeless and literally homeless Veteran clients prioritized by the CoC.

The importance of housing all homeless veterans requires regular attendance at alternating bi-weekly Client Update meetings and Full Body Veterans Initiative meetings, as well as bi-weekly updates completed in the Homeless Management Information System (HMIS) within Coordinated Entry Assessments. The list of clients discussed in update meetings must be guided by accurate data entry in HMIS.

PROCEDURES:**Data Entry and Housing Prioritization:**

- 1) All clients on the Veteran registry must be referred to the Housing Prioritization list for Coordinated Entry with a VISPDAT score attached. It is imperative that clients' records contain accurate information regarding their length of time homeless and disability status. Only those clients referred to the Housing Prioritization List will be considered for permanent housing placements. The Institute for Community Alliances (ICA) manages the list and will distribute it for providers to view.
- 2) On a biweekly basis, ICA will pull "top ten" list of 10 veterans in greatest need of housing. At present, this list includes all chronically homeless Veterans. Once all chronically homeless Veterans are housed, housing prioritization for non-chronic Veterans will be guided by length of time homeless.

Center for Veterans Issues and Housing Prioritization:

- 1) Any CoC staff serving Veterans should contact the CoC Liaison staff person at the Center for Veterans Issues (CVI) to begin housing placement. The CoC Liaison determines eligibility for CVI services, including Supportive Services for Veteran Families (SSVF).
- 2) ICA will send an e-mail to the appropriate contact with the Milwaukee Veterans Administration Medical Center (VAMC) weekly with a request to send ICA and CVI a completed list of Veterans from the registry needing verification of Veteran discharge status, branch and whether the Veteran is eligible for Veterans Administration services.

- 3) In response to the request, the VAMC should send ICA and CVI the information for Veterans needing information verified in a form document created by ICA by fax or encrypted e-mail.
- 4) The CoC Liaison will contact each Veteran on the list shared by VAMC, and indicate the Veteran's housing status and if contact was made on the form.
- 5) ICA will monitor the Housing Prioritization list to make sure all veterans in need of housing in Milwaukee County are being placed on one list for referral to Milwaukee CoC housing services. Veterans will have their own tab on the Housing Prioritization list.
- 6) If the Veteran qualifies for programs with the Center for Veterans Issues (CVI), they will be added to the Housing Prioritization list.
- 7) If the Veteran is on the Housing Prioritization list and qualifies for CVI assistance, the CVI Case Manager or Social Worker who determines that Veteran eligible for CVI assistance will remove them from the Housing Prioritization list, closing out their referral.
- 8) Should a client be found ineligible for SSVF services following the referral being made by the CoC Liaison, the client will stay on the Housing Prioritization List. Should a Veteran client decline or refuse services designated for Veterans such as SSVF, they will remain on the Housing Prioritization list
- 9) Should a Case Manager or Social Worker experience unusual difficulty accessing housing services for a Veteran, they may inform CVI, the Institute for Community Alliances, and Coordinated Entry for referral assistance and review of the client's placement on the Housing Prioritization List.
 - IMPACT, Inc. and ICA host biweekly client staffing meetings for housing referral assistance. Case Managers and Social Workers providing services to Veterans who are below the first two tiers of the Housing Prioritization list may attend during designated times for general assistance, with appropriate notice given to the Coordinated Entry Program Coordinator.

Veteran Registry Meeting Attendance:

- 1) When a Veteran client appears on the Housing Prioritization "top ten" list, the provider who is currently working with the client or last worked with the client within the last 12 months must attend the Client Update meetings and present housing-focused case planning updates. The Client Update meetings should be a forum for brainstorming, housing resource sharing and peer support in reaching goal of housing homeless Veterans.
- 2) ICA is responsible for checking the clients staying at Milwaukee Rescue Mission in Squares to verify Veteran status. In the event that a client on the "top ten" list is

currently staying at Milwaukee Rescue Mission (MRM), the following procedure will apply:

- a) For a client currently staying at MRM, ICA will determine if the client is open in another CoC program and request that provider attend the Client Update meeting.
 - b) Should the client only have recent (within the last 90 days) contact with MRM, and prior contact (within the past year) with a CoC funded Street Outreach Program whose staff have participated in MRM in-reach, all MRM in-reach point persons would be emailed to look for this client during in-reach.
 - c) If the client is a long-time stayer or only engages MRM, the client will primarily be referred to IMPACT for mobile screening.
 - d) Given the implementation of Coordinated Entry is subject to change and in-reach is a relatively new effort for the entire CoC, this policy provides staff conducting in-reach additional time to provide client updates in person and the ability to provide an update via conference call.
- 3) In the event that a provider cannot attend the Client Update meeting due to time off of work or emergency, a substitute from the provider's agency can attend the Client Update meeting or access the meeting via conference call. The substitute can provide appropriate client updates based on documentation from the absent provider.
 - 4) ICA will manage scheduling Client Update meetings, communication with attendees, taking minutes including housing plans established for top 10 ("Tier 1") clients on Housing Prioritization list, and keeping attendance record.
 - 5) ICA will inform the City of Milwaukee should a provider miss 2 consecutive Full Body or Client Weekly Update meetings. When a provider misses more than 2 consecutive meetings the City will issue a reminder of this policy and procedure to the Full Body stakeholder or another contact from the provider's agency as appropriate.