

# How SLC Ended Chronic Homelessness for (Most) Veterans



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# Facts About Meerkats

- Meerkats are known to share their burrow with other animals--even snakes.
- Meerkats learn by observing and mimicking adults. For example, meerkat adults teach their pups how to eat a venomous scorpion: they will remove the stinger and help the pup learn how to handle the creature
- One meerkat is always on watch guard who warns everybody else of threats – they are master communicators
- Meerkats have been known to engage in social activities, including what appear to be wrestling matches and foot races.
- Meerkats have binocular vision, wide peripheral range, depth perception, and a membrane that shields their eyes from harsh elements. Focus prevents attacks
- They can close their ears to protect them from dirt while digging
- Meerkats can reproduce at any time of the year
- Meerkats sometimes kill other members of their group in order to optimize position.
- ALL meerkats take care of each other



# Utah/Salt Lake County Overview

- Utah Population 2.7 million (1 million in SL County)
- 85% of Veterans who are homeless live along the Wasatch Front
- FMR for a 1 bedroom in SL County is \$707
- Vacancy Rate hovers around 3%.

# October 2012 – The Beginning

- VA involvement with Homeless Services Providers was Dismal
- HUD-VASH Vouchers Lay Dormant or were being targeted to Vets who were “Housing Ready”
- SSVF was a big, new, whiny baby
- Veterans were not being prioritized for housing

# **SLC Homeless Service Providers are GREAT Housers**

- We place 500 families and 150 chronically homeless individuals into supportive housing each year—with no VA resources
- We had infrastructure down—eligibility, landlord negotiation, housing stability
- 90% of 800 households placed each year never return to the sheltering system

# What We Did

- We ALL lifted ourselves up on our hind legs, stretched our necks upward and looked around. We had to change what we were doing.
- Lined up the Resources – SSVF, VASH, SPC, Master Leasing, Old School TH, etc.
- We shared data and compiled a central list of names of Veterans who needed our help
- VA Homeless Outreach moved to The Road Home – centralized resources
- We stopped talking about what was hard or difficult – we kept our focus on our goal

We pricked our fingers  
and made blood oaths





# Veterans Housing Today

- Victory was declared – twice. Both times prematurely. We had work to do
- Process improvement is continuous- we overhaul goals every quarter
- We are nimble and quick in our process improvements

# PROGRESSIVE ENGAGEMENT FOR VETERANS– SALT LAKE COUNTY, UT 2014

VETERAN NEEDS	NO ASSISTANCE		RAPID REHOUSING (Launch to Housing)			ADDITIONAL SUPPORT	INTENSIVE, PERMANENT SUPPORT TO STABILIZE			
ELIGIBLE FOR	NO HOUSING INTERVENTION/ REFERRAL		BARRIER DEBT ELIMINATION	DEPOSIT ASSISTANCE	SHORT TERM RENTAL ASSISTANCE	EXTENSION OF RAPID REHOUSING	HUD-VASH	COC LEASING	SHELTER PLUS CARE	PERMANENT SUPPORTIVE HOUSING
# Veterans	100		150			100 (subset of 150)	50 (subset of 150)			
FINANCIAL ASSISTANCE	No Financial Support		ESG or SSVF			ESG or HOME TBRA	HUD-VASH	COC Leasing	Shelter Plus Care	Sponsor/ Project Based Vouchers
HOUSING LOCATION SUPPORT (in all cases, housing location team and case managers help with obtaining furniture and moving in)	Referrals to Community Resources, Problem Solving, Diversion from Shelter	Assistance with applications and movement to S8, PH, Mod Rehab, other subsidy through local housing authorities	Assessment for barrier debt and process to eliminate	Housing Locator helps find unit in most cases, works with landlord and inspects/approves unit		Veteran already housed	Fixed Transitional Units (current stock is 12 homes and dwindling!)	Housing Locator finds unit, works with landlord, master leases and pre-inspects/ approves	Housing Locator helps find unit in most cases, works with landlord and inspects/approves unit	Fixed PSH Units - Mostly congregate site
UNIT TYPE	None		Privately owned market rentals, scattered. Current vacancy rate in Salt Lake County is >3% FMR is \$707 for 1 Bdrm			Fixed Subsidy in Scattered Sites, Master Leased or Congregate Site Housing				
STABILIZATION FOCUSED CASE MANAGEMENT	Every Veteran is engaged by a Housing Focused Case Manager		Includes case management geared toward stabilization in housing and increasing income.			Includes increased level of supportive services geared toward self-sufficiency in housing.	Tailored supportive services geared toward barrier elimination and obtaining stable housing.	Intensive customized supportive services geared toward self-sufficiency in housing.		

# COORDINATED ACCESS & HOUSING PLACEMENT FOR VETERANS

Salt Lake County, Utah 2014

Street, Library,  
Medical  
Outreach  
Programs

VA

Shelters

Community

Emergency  
Response,  
Police,  
Hospitals

REFERRAL TO VETERANS HOUSING OFFICE (Located at Main Shelter)

## VETERAN TRIAGE PROCESS

Veteran assessed for SSVF, HUD-VASH, GPD, etc. all at once.  
Veteran status and program eligibility determined.

SSVF

GPD

HUD-VASH

Other Vet  
Specific Housing

If the Veteran is NOT eligible for Vet specific housing,  
they are placed in Triage process for mainstream programs

## COMMUNITY TRIAGE

Prioritized Clients Matched with  
Available and Most Appropriate Housing Options –

ESG

COC  
Leasing

Other  
Master  
Leasing

Shelter  
Plus  
Care

Other PSH

**Estimated # Options for FY2014/2015 – 150 Placements**

Everything we ever needed to know about solving Chronic Homelessness for Veterans, MEERKATS already knew.





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