



HOMELESS VETERANS FELLOWSHIP FY2018 ANNUAL REPORT

Homeless Veterans Fellowship is a 501(c)(3) non-profit organization that offers a comprehensive set of services designed to address homelessness among veterans. Located in Ogden, Utah, our services have provided for veterans all over Utah and the intermountain area since HVF was founded in 1989.

Vision

Our vision is a community that is responsive to the needs of Veterans and their families.

Mission

Our mission is to provide a stabilized living environment, counseling services, and additional programs that will enable homeless veterans and veterans at risk of being homeless to return to self-sufficiency.

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Services:

Homeless Veterans Fellowship (HVF) continues to provide outreach and a variety of housing programs to address veteran homelessness in Utah and Southern Idaho. These services include transitional housing, permanent supportive housing, and rapid re-housing/homeless prevention through the Supportive Services for Veteran Families program.

The transitional housing and permanent supportive housing programs offer intensive case management and clinical services while participants are housed at an HVF property. These services address mental health and addiction issues, housing and personal financial counseling, referral to relevant community resources, and connections to income supports, healthcare, and employment services.

The SSVF program provides outreach, case management, temporary financial assistance and connections to community resources and benefits to assist veterans and veteran families in obtaining or maintaining housing in the community of their choice. This program serves all counties in the State of Utah (with the exception of Salt Lake County) and Southern Idaho.

HVF participates in the Coordinated Entry process throughout the State of Utah and Southern Idaho as well as the Local Homeless Coordinating Committees in Utah. This enables us to address homelessness in a coordinated manner and directs resources to the most vulnerable by creating a by-name list of homeless individuals and families in each area. It also enables us to work with other community partners and establishes efficient connections to community resources.

In FY2018, HVF served a total of 183 veteran households through these programs.

Achievements:

Through the efforts of dedicated, hard-working staff, a supportive Board of Directors, and the coordinated efforts of our community partners, HVF has demonstrated great success in addressing the needs of homeless veterans in our communities and working towards the goal of ending Veteran homelessness.

- Specifically, we have achieved or exceeded outcome measures in all programs:
 - 88% in GPD exited to PH
 - 100% maintained housing in PSH with 4 increasing income over 125% of the federal poverty guideline

- Overall, 80% of veteran households exiting the SSVF obtained or maintained permanent housing.
 - Increased the number of households served in SSVF from 108 to 115. Average cost per household with SSVF funds is \$2889 which is an increase in program efficiency
- We continued to provide outreach directly to veterans, to community partners, and landlords throughout the Utah Balance of State Continuum of Care, Utah Mountainlands Continuum of Care, and Region 5 of the Idaho Balance of State. This is accomplished by extensive travel throughout these regions, attending meetings, visiting shelters, participating in the Point in Time counts, and connecting with landlords.
 - HVF staff participated in the planning, development and implementation of coordinated entry in these areas.
 - HVF staff participated in community planning to identify number of homeless veterans, services available and services needed, and future planning for these continuum of care.
 - Maintained all grant funding and accreditation.
 - Increased funding for our permanent supportive housing through the PAHTF grant.
 - In June of 2018, HVF was offered the opportunity to expand our SSVF program to Region 4 in Idaho, resulting in an increase in SSVF funding of over \$167,000.
 - Continue to track, evaluate and improve services and operations according to our health and safety, risk management, technology and strategic plans.
 - Developed a fundraising committee for future planning and fundraising.
 - HVF continued to employ dedicated staff members, with several staff members having over 8 years of employment at HVF.

Program Performance:

GPD transitional housing:

- In FY2018, our transitional housing program experienced a decrease in the number of enrollments and exits from the program. We are in the process of evaluating this data to better understand this change in enrollments.
- In FY2018, we served a total of 58 veterans combined in the Clinical Treatment and Bridge housing programs. Specifically, 35 veterans were served in the Bridge Housing program and 23 were served in Clinical Treatment. The number of veterans served in FY2018 is down from 70 enrollments in FY2017. There was a total of 41 exits from the transitional housing program from October 1, 2017 to September 30, 2018.

Overall results of participants exiting the GPD program include:

- 88% exited into a permanent housing destination
- Only 5% exited into literal homeless by their own choice
- 35 of the 41 (85%) had income through employment, disability or other benefits
- 9 of the veterans served in transitional housing did not qualify for VA healthcare due to insufficient length of service and/or discharge status. These veterans are referred to as “humanitarian veterans” and are able to be served in our housing programs.

Results based on program service:

Clinical treatment:

- 13 total veterans exited the program in FY18
- 11 of 13 exited into permanent housing 85%
- 9 eligible to work; 6 of 9 had employment
- Average number of days in CT: 211

Bridge Housing:

- 27 total veterans exited the program in FY18
- 21 eligible for VA healthcare
- 24 of 27 exited into a PH destination 89%
- Average length of stay: 115 days

Demographics:

Race/Ethnicity:

- 3.4% Black/American
- 3.4% Multi-racial
- 89.6% white
- 95% Non-Hispanic
- 5% Hispanic

Gender:

- 100% male

Age:

- 33% were between the ages of 18-45
- 52% were between the ages of 46-62
- 16% over the age of 63

Permanent Supportive Housing

In FY2018, HVF served 10 veterans in our permanent supportive housing program.

- 10 served in FY 2018, no exits;
- 4 increase income to be over income for State Homeless Funding
- Number served Increased from 8 to 10 in FY18
- Increased funding from the DWS HCDD HPO State Homelessness Funding grant for case management services in 2018, allowing us to continue to provide case management to participants who obtained permanent housing in the community.

Demographics Include:

Gender:

- 100% adult, male veterans

Race:

- 70% White
- 10% Black/African American
- 10% Multi-racial
- 10% Asian

Age:

- 30% were between the ages of 18-45
- 50% were between the ages of 46-62
- 20% over age of 63

Supportive Services for Veterans Families (SSVF):

The HVF Supportive Services for Veteran Families continued to develop and improve through FY2018. This program served all counties within the State of Utah with the exception of Salt Lake County. It also served 6 counties in Region 4 of Southern Idaho. The HVF SSVF program is a part of the Utah Balance of State Continuum of Care, Utah Mountainlands Continuum of Care, and Region 4 of the Idaho Balance of State continuum of care. In June of 2018, HVF was offered additional funding to increase our service area and cover Region 5 of the Idaho Balance of State Continuum of Care, which includes Twin Falls and surrounding counties. This increase in funding and service area began October 1, 2018 which was the beginning of FY2019.

The HVF SSVF program served 115 veteran households and an additional 79 family members throughout FY2018. This total number of client served in this grant year was 194, which represents a significant increase in number of veteran households with families. (The total number of clients served in FY2017 was 177).

Furthermore:

- 83% of households served this year were deemed literally homeless at program entry and were served in the rapid re-housing program
- 17% were deemed at-risk of being homeless and were served in homelessness prevention.

Of these households served in SSVF:

- A total of 80% SSVF program discharges were exited into a permanent housing destination
- 85% of rapid re-housing participants exiting the program obtained permanent housing
- 64% of homelessness prevention participants obtained or maintained permanent housing.

Demographics of Veteran Head of Household members the SSVF program include:

Race/Ethnicity:

- 85% White
- 10% Black/African American
- 3.4% American Indian/Alaskan
- .8% Multi-racial
- .8% Native Hawaiian or other Pacific Islander
- 97% Non-Hispanic
- 3% Hispanic/Latino

Gender:

- 90% Male
- 10% Female

Age:

- 42% of veteran head of households were between ages 18-45
- 46% of veteran head of households were between ages 46-62
- 20% of veteran head of households were over the age of 63

Demographics of all clients served in the SSVF program:

Race/Ethnicity:

- 83.5% white
- 12% Black/African-American
- 2.5% American Indian/Alaskan
- 1% Multi-racial
- 97% Non-Hispanic
- 1% multi-racial
- 3% Hispanic
- .5% Asian

Gender:

- 70% Male
- 30% Female

Age:

- 21% of SSVF clients served were dependents under the age of 17
- 41% were between ages 18-45
- 30% were between ages 46-62

- 8% over the age of 63

Feedback:

HVF values feedback from all stakeholders associated with our agency and programs. In order to continually evaluate and improve our services, HVF continuously encourages feedback from community partners, clients, landlords/property managers, and staff and solicits formal feedback on an annual basis.

A summary of the results of our surveys from this past year include:

- **Consumer hard copy surveys:** Of the 93 surveys mailed out, 10 (11%) were completed and returned to us. Overall, responses on these surveys were very positive, particularly towards the case managers. Most responders indicated their expectations of the program were met and they were satisfied with the services provided.
- **Landlord/Property Manager surveys:** 20 of 38 surveys from landlords and property managers were returned. Overall, responses were very favorable with reports of being extremely satisfied or satisfied with their experience with HVF case managers, timeliness of financial assistance, and follow up with clients. Feedback included wanting more information about the program and wanting notification when a client had been discharged from the program.
- **Community partner surveys:** 11 of 35 responses were received from a survey distributed through an electronic survey program. Average score is a 4 out of 5 with 4 being satisfied and 5 being extremely satisfied. Most respondents have experience working with us with both the transitional housing and SSVF programs and reported have excellent experiences with HVF.

Planning for the Future:

With the increased national efforts to address homelessness and the changing needs of the homeless veteran population, it is imperative that HVF continually evaluate all data in regards to populations served, outcome measures, and needs of our clients in our communities. In order to continue to provide appropriate and needed services, HVF gathers information from clients served, community planning activities, community partners, funding sources, to guide our strategic planning and fundraising activities.

Based on this information over the past year, HVF has determined increased needs in the areas of permanent supportive housing, outpatient mental health and substance abuse treatment, services for veterans of the National Guard and/or Military Reserves, and continued outreach efforts across the state of Utah. HVF has developed a fundraising committee to continually looking at funding sources in order to develop, increase, and/or improve these activities and services.

Donors/Program Supports

HVF has a tremendous amount of support from our community and recognizes the effort and partnerships it takes from all community partners to achieve favorable outcomes and provide quality services to Veterans. This support includes donations of food, clothing, furniture, cleaning supplies, and household items as well as financial donations and volunteer work. In addition, several agencies host luncheons and/or special dinners for our veterans and go out of their way to make them feel acknowledged and welcomed.

We would like to specifically recognize the following for their on-going support to HVF:

VA Medical Center-Salt Lake City, Utah and Community Based Outpatient Clinics throughout the State of Utah and Idaho.

State of Utah Department of Veterans and Military Affairs

Utah Department of Workforce Services, particularly the Disabled Veterans Outreach Program

Hill Air Force Base

Employees of Advanced MD

Catholic Community Services of Northern Utah

Church of Jesus Christ of Latter Day Saints

Northern Utah Community Correctional Center and Adult Probation and Parole

Ogden City

American Legion-Ogden and Huntsville Posts

VFW Post 1481

United Way of Northern Utah

The Golden Spike Elks Lodge

The Golden Spike, Unity, and Mount Ogden Mason Lodges

Combat Veterans Motorcycle Club