Integrating Treatment and Housing Services for Homeless Veterans: A Recovery Oriented System of Care Approach in Tucson Arizona

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Transitional Housing
- Reentry
- Veterans
- Families

Permanent Housing
- Mortgage Modification Counseling
- First Time Home Buyers
- Reverse Mortgage Counseling
- Owner-Occupied Rehabilitation

Clinical Services
- OP/IOP
- Oasis House Women
- Bellevue Men
- Steps for Vets
- DUI
- EMPOWR
Evidence Based Practices

• Community Reinforcement Approach
  – CRA Based Workshops
  – Social Events
• Contingency Management
  – Recovery Rewards
Cognitive Behavioral Therapy
  – Individual/Group Counseling
Peer Recovery Support
  – Telephone Based Continuing Care
  – Peer Support Groups
Southern Arizona VA Health Care System (SAVAHCS)

Health Care for Homeless Veterans Program (HCHV)
Statistics to bore you with

- 41040 veterans are enrolled for services
  - 25% diagnosed with Substance Use Disorders (SUD)
  - 20% - Post Traumatic Stress Disorder (PTSD)
  - 9% - Military Sexual Trauma (MST)
  - 2% - Traumatic Brain Injury (TBI)
  - 8% - Homeless
Statistics to bore you with

- Military Sexual trauma and Traumatic Brain Injuries are most probably under reported
- Many veterans are unaware they are eligible for VA services
- Increasing numbers of women and families are being seen in the Homeless Program
Programs - Outreach

• Community Outreach
  - Teams of social workers locate and provide linkages to services for Veterans who are homeless
  - VA teams work with other community partners outreach groups
  - HCHV staff visit community organizations and provide in-service on available services and how to access services
Programs - Housing

- Emergent housing
  - Admissions on 24/7 basis
  - Provides up to 90 days of transitional housing
  - Target populations are inpatient hospital discharges and emergency department contacts
  - Provides immediate housing for Veterans Court participants
Programs - Housing (cont)

- Transitional Housing
  - Grant and Per Diem Programs
    - Provides up to 24 months of housing
    - Programs have general targeted populations
    - Three Agencies presently participating
    - 124 available beds
    - Treatment plans and case management are integral parts of the programs
    - Agency-owned with VA oversight
Programs - Housing (cont)

• Transitional Housing (cont)
  - Contracted housing
    • Rapid Emergency Housing (described above)
      - 16 beds expanding to 40 beds
    • CMI/SMI stabilization housing
      - 6 beds expanding to 8 beds
  • Turn key apartments
    - 2 apartments expanding to 4 apartments
Programs - Housing (cont)

• Permanent housing
  - HUD/VASH Program
    • Collaboration between HUD (housing) and VA (case management)
    • Currently has 315 Housing Choice vouchers
      - 30 Project-based vouchers to be deployed in October 2011
  • Services currently available in Pima and Cochise County
Programs - Housing (cont)

- Shelter Plus Care Housing
  - HCHV collaborates with community agencies to provide several S+C beds to veterans.
  - Provides alternative permanent housing with reduced level of case management.
Veterans Court

- Provides alternative to incarceration
- Vets can “opt” in or out when arrested
- Provides:
  - Short term housing
  - Case management
  - Treatment in lieu jail
  - “Clears” warrants
Other services

• Daily walk-in clinic
• Clothing room
• Showers
• Laundry
• Short term case management
Engaging, Motivating, and Providing Opportunities Within Recovery

- Recovery Oriented System of Care for Homeless Veterans
  - Outreach
  - Housing
  - Outpatient Substance Dependency Treatment
  - Skills Based Workshops
  - Peer Support
  - Aftercare Groups
  - Alumni
Recovery-Oriented Systems of Care

ROSC provides responsive, outcomes-driven approaches to care.
ROSC Developmental Stages

Separation

Communication

Cooperation

Integration
Recovery Oriented System of Care

- Substance Abuse Counseling
- Life Skills
- Physical Health
- Mental Health
- Employment
- Mutual Aid
- Peer Support
- Housing
- Evaluation
Program Evaluation

EMPOWR Project
Referrals & Pre-treatment peer coaching
OPCS, CJ, VA, El Rio, HOPE Inc.

SSAHC, El Rio
Health & MH Services

90-day Treatment
Assessment
Service plan review
Peer support groups
Counseling
Employment coaching
RR contingency incentives
Transportation/childcare
Social events

30-day Post-Tx Continuing Care
Aftercare groups
PRSS peer coaching
Alumni group activities

Housing
Old Pueblo Community Services

Support Services
Community Agencies (HOPE Inc., SAAF, El Rio Clinic, Vets4Vets)
EMPOWR Program Evaluation Logic Model

Pre-treatment Phase & Referral

90-day Treatment Phase
- Housing Services
- Health Services
- Support Services

30-day Post-Tx
Continuing Care

Program Outputs
- 350 vets treated
  (50 female & 300 male)
- 100 relapsed vets treated
- 325 vets placed in transitional housing
- Participation rates for counseling services
- Use of social services
- ROSC model implemented

Program Outputs
- 175 vets receive services
- ROSC model implemented

Outcomes 6-months post-baseline
- AOD use
- Health & MH status
- Employment status
- Housing stability
- Social connectedness
- Engagement in risky sexual behavior
- Contact with CJ system
- ROSC practices institutionalized

Outcomes at Discharge
- Length of stay in Tx
- Tx completion rates
- AOD use at discharge
- Health & MH at discharge
- Employment & housing status at discharge

Process Evaluation

Outcome Evaluation
DIVERSITY

CHALLENGES ENCOUNTERED
Providing professional development activities to EMPOWR staff = Training...
Training...
And MORE training...
Upon returning to civilian life, what are the most important needs of veterans?
What services provided by EMPOWR have been helpful?

- Workshops
- Peer-to-Peer Sessions
- EMPOWR counselors
- Medical and Behavioral Health Services
What could be done to improve the services provided by EMPOWR?

**ENHANCE:**
Communication, Flexibility, & Organization

**PROVIDE:**
Choices & Materials
Community Discussion

Thinking of how we might improve our connection with the VA and veterans.