

HOPE Atlanta Supportive Services for Veterans Program (SSVF) The Pandemic Pivot

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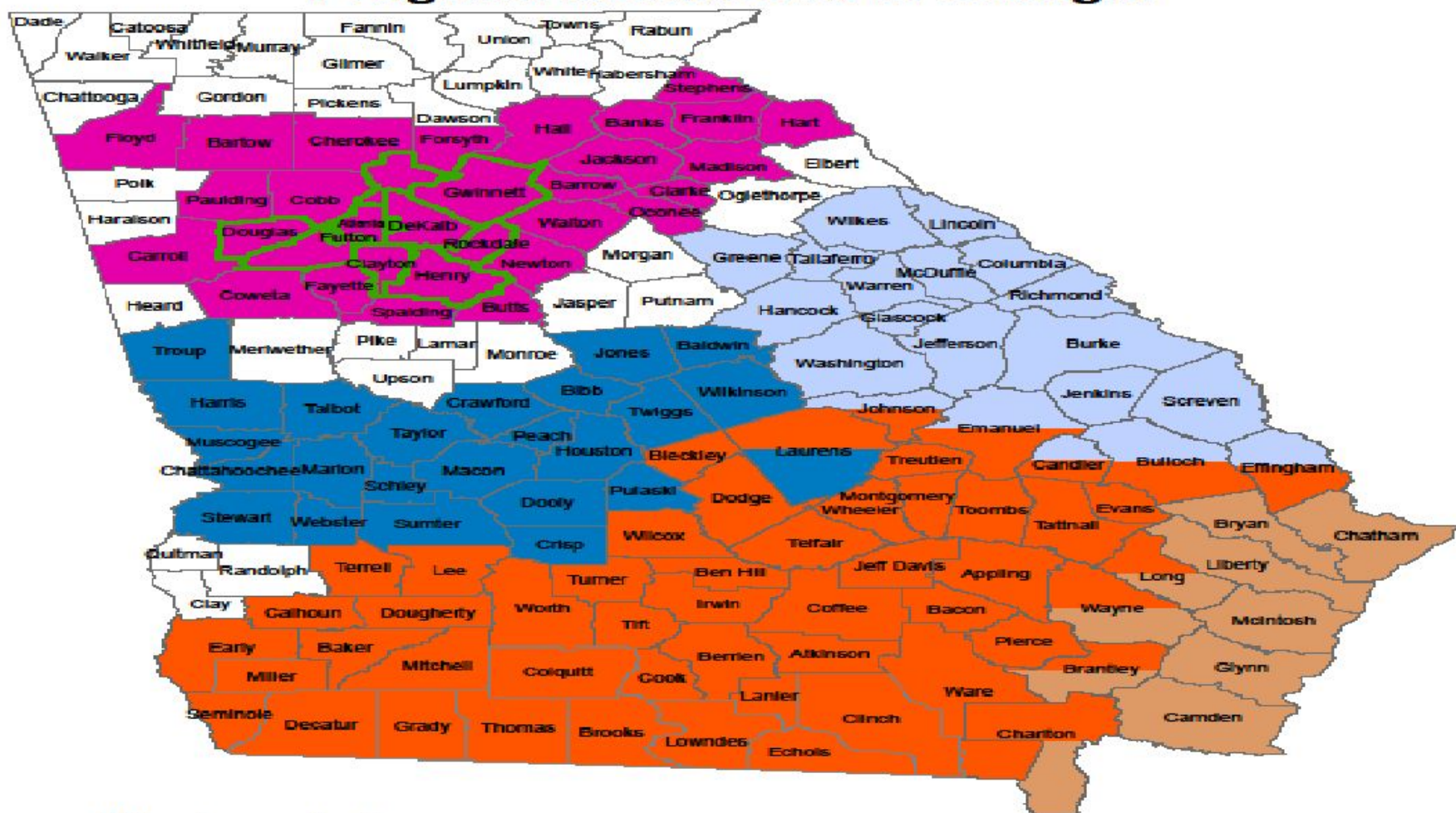
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Supportive Services for Veteran Families (SSVF)

Service Area: 30 Counties plus City of Atlanta

Athens/Clark, Banks, Barrow, Bartow, Butts, Carroll, Cherokee, Clayton, Cobb, Coweta, DeKalb, Douglas, Fayette, Floyd, Forsyth, Franklin, Fulton, Gwinnett, Hall, Hart, Henry, Jackson, Madison, Newton, Oconee, Paulding, Rockdale, Stephens, Spaulding and Walton Counties and the City of Atlanta in Georgia.

2021 Supportive Services for Veteran Families (SSVF) Program Resources in Georgia



Who to contact:

- | | | | |
|---|---|---|---|
|  | CSRA Economic Opportunity Authority - 706-364-6548 (Khristy Murray) |  | Project Community Connection - Email Preferred ssvf@pccohome.org or 404-215-9991 (Jamie Urban) |
|  | Changing Homelessness, Inc. - 904-354-1100 ext.301 (Navigation/Outreach Team) |  | Volunteers of America Southeast - Intake 478-919-2377 or ssvf@voase.org (Chad Cheshire) |
|  | Hope Atlanta - 404-574-1681 or ssvfintake@hopeatlanta.org (Allison Poole) |  | NW FL Comprehensive Services for Children, Inc. (d/b/a 90Works) - Intake # 855-909-6757 Albany ext. 25 or Valdosta ext. 408 |

Challenges to stably house and homeless Veterans

- Loss of follow up of clients during COVID
- Affordable housing shortages
- Criminal backgrounds
- Lump sum back payments
- Legal documentation as a barrier
- Lack of income
- Barriers to mental health services
 - Veterans not able to access the internet access for VA Video Connect appointments
 - Receive medications

Hotel Stays During COVID-19 Pandemic

- Hotels were used by The Salvation Army, COA, DeKalb County during COVID pandemic.
- HA SSVF used several hotels to house our vets: Intown, Howard Johnson, Residence Inn, Motel 6, Stay 6 and several others.
- Half of the Veteran's population was housed in the hotel.
- **Challenges:** Providing meals, behavior issues, Getting clients to exit the hotel into housing, and case management sessions
- **Success:** 235 lodged over half placed in permanent housing. Program completion increased our goal was 75% we are at 80% stably housed. Prevention numbers increased from 40% to 65%
- Paperless and web based

Outreach during the Pandemic!

We have a social media presence that allows veterans and community organizations to contact us and obtain information on several platforms. Facebook, Instagram, YouTube, Television Ads and our website.

Peers, Case Managers, and a Team Approach Utilized

We rely on the combination of all to engage our clients and the community about the services we offer.

Once a cohesive connection is made it is important to encourage the continuation and development of the relationship.

How Do Strategies Differ Rural vs. Urban Outreach

- Pre-COVID we worked through community partners VSO, Vetlanta and more suburban-rural communities. We continue to foster these relationships. We participate in community events and commit to speaking engagements. In the rural communities we have to rely on the veterans connection within the community and build from there. We find that rural communities do not want to work with folk who are not a part of or embedded in their community. This is a barrier that has been constant but we continue to work toward inclusion.

Progressive Engagement is ...

- **Flexible** ~ A progressive engagement approach recognizes that each household's strengths and needs can change over time.
- **Targeted** ~ Each person experiencing homelessness faces different needs and obstacles. A progressive engagement approach targets resources to each household's needs, and flexes up supports as greater needs are identified.
- **Efficient** ~ Every crisis response system needs more resources. Progressive engagement ensures that the most intensive – and costly – resources remain available to those with the greatest needs.

*endhomelessness.org/what-is-progressive-engagement/

SSVF ~ We Invest In Futures

- Rapid Rehousing
- Prevention
- Rapid Resolution
- Returning Home
- Healthcare Navigator
- Shallow Subsidy
- Legal Services

QUESTIONS?
