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# CCM FOR VASH: EXPANDING ACCESS AND EQUITY IN VETERANS HOUSING

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## WHAT IS CCM?

- CCM is an innovative approach to help reach more veterans in need of housing by pairing VASH voucher rental assistance with the support of case management through the King County Veteran's Program.
- The program is a partnership between the VA, King County Housing Authority (KCHA), and King County Veteran's Program (KCVP) and launched in late April 2021 with currently 188 vouchers available, plus individualized housing navigation for every voucher holder.
- Our goal is to improve voucher utilization and reduce veteran homelessness by pairing up to 15% of local VASH vouchers with KCVP case management, serving lower-acuity veterans than traditional HUD-VASH and filling a service gap that has kept many local veterans in the homeless service system.

# WHY WE NEED CCM FOR VETERANS

- Currently, there are roughly 800 veterans known to be homeless in King County (per the By Name List).
- Housing services available in our continuum of care (CoC) include:
  - Emergency and transitional shelters, which are not permanent housing options
  - SSVF, which provides a suite of services that are time-limited from 18-24 months
  - VASH vouchers, which generally serve those with higher needs and utilize VA in-home/community case management
  - Project-based VASH, for those with the highest clinical needs; includes on-site case management
  - Permanent Supportive Housing- units with on-site services for high acuity veterans who may or may not qualify for VASH
- With these options, there is a gap for veterans who are not high-need, but are unable to afford market-rate housing and have timed out of other programs. Many of these veterans are seniors or on fixed incomes.
- Additionally, VASH utilization rates locally have been ~50-60% over the past four years, meaning even if a veteran gets a voucher, they are often not able to find housing in time to use it, or do not have the necessary case management and housing navigation supports.

# CCM ELIGIBILITY

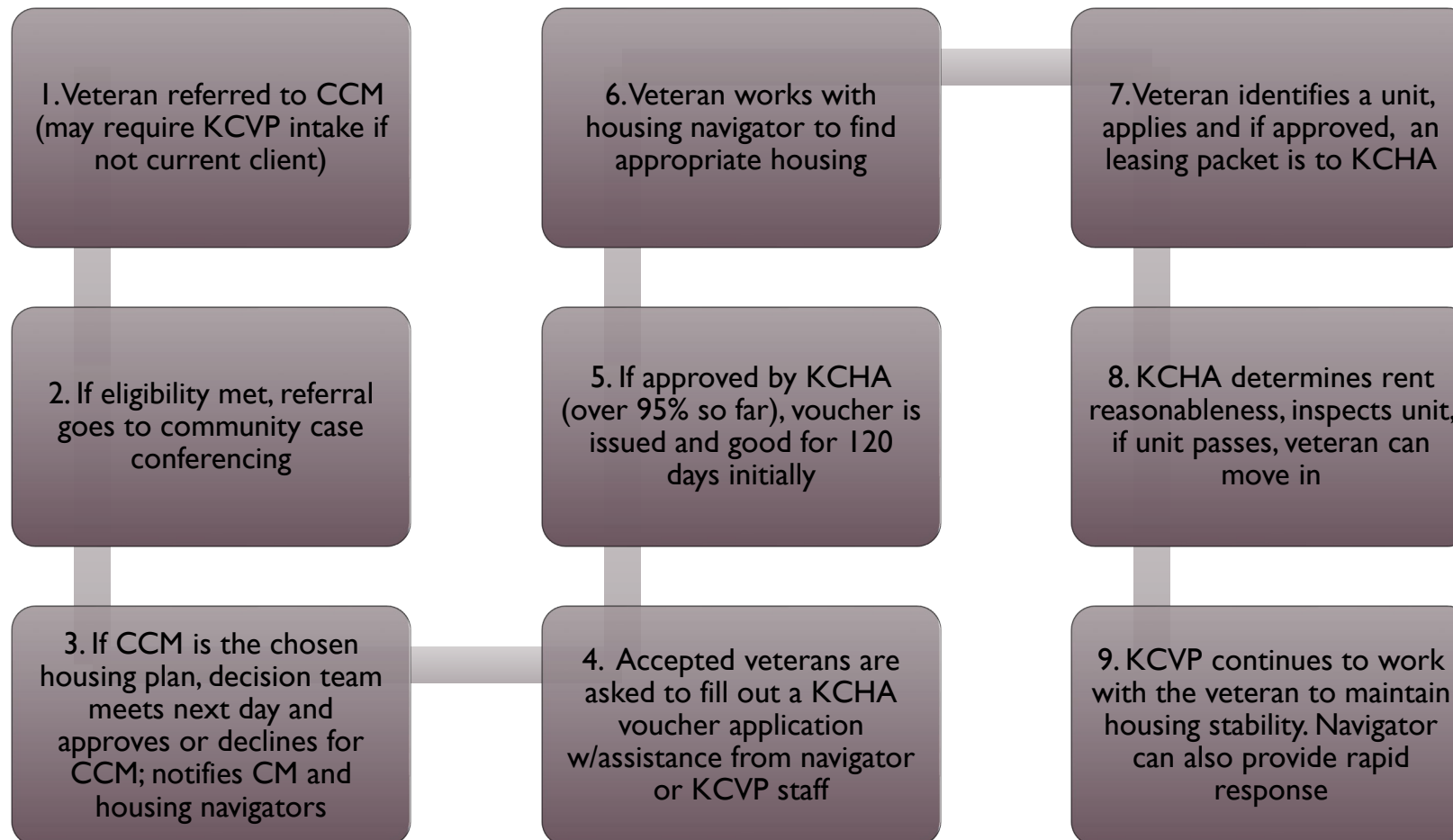
- Must be a veteran, aligned with updated HUD-VASH guidance that allows for other than honorable discharge status to qualify
- Low income (80% AMI or lower)
- No household member is subject to a lifetime sex offender registration requirement
- Homeless (per HUD definition)
- Lower-Acuity and willing to accept and engage in KCVP services

# SERVING LOW ACUITY VETERANS

- Low acuity, in terms of CCM, means someone who is able to obtain and maintain stable housing with existing community supports + KCVP in-office case management and dedicated housing navigator.
- Traditionally, veterans receiving VASH have received in-home and in-community case management because they had a higher level of clinical need.
- Since some veterans initially present as low acuity and then are determined to have a higher level of need, a process has been established for transferring directly to VA case management, if needed, without any loss of housing/voucher status.

*\*This process is dependent on available staffing of VASH case managers through the VA.\**

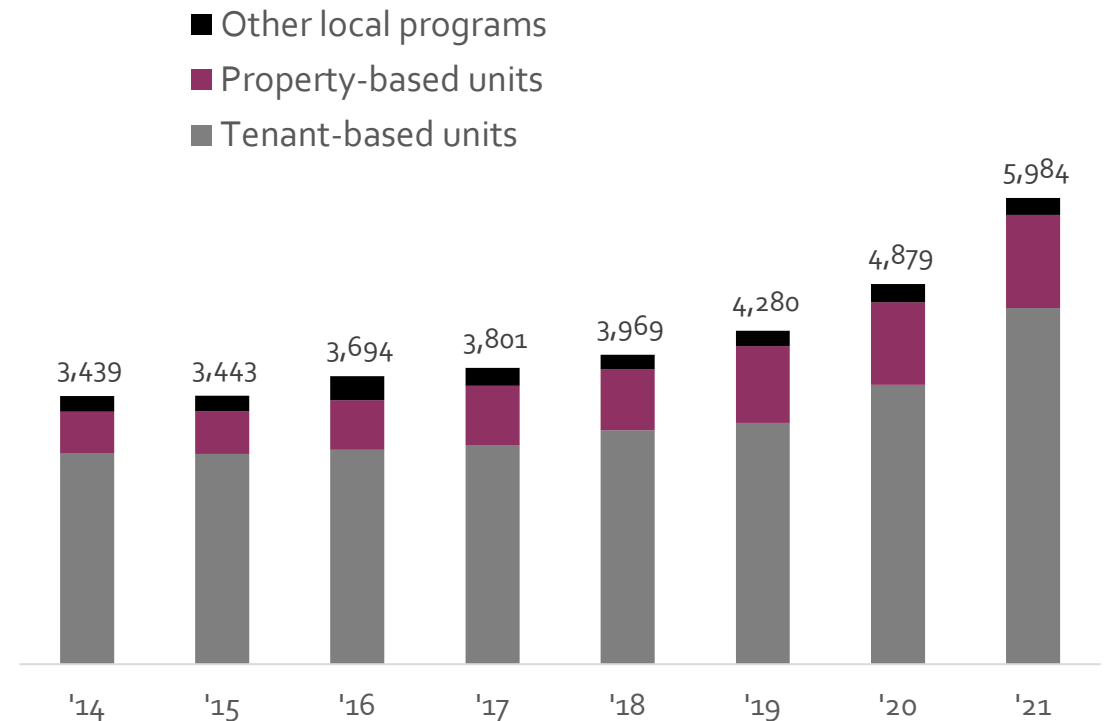
# THE JOURNEY TO STABLE HOUSING



# KING COUNTY HOUSING AUTHORITY (KCHA)

- Moving to Work designation with HUD since 2003
- Multi-tiered Payment Standards to allow geographic choice
- Generous voucher extension policy
- Targeted entry criteria
- Innovations to meet local need

KCHA's dedicated homeless housing resources



# KCHA HOUSING NAVIGATION SERVICES FOR VETERANS

- Full-time, grant-funded employees of KCHA
- Work with veterans from program acceptance to move in
- Work closely with King County Veterans Program (KCVP) and other community agencies veteran is connected to ensuring coordination of services
  - Includes onsite work at King County Veterans Program offices



# BENEFITS OF INTERNAL KCHA HOUSING NAVIGATION

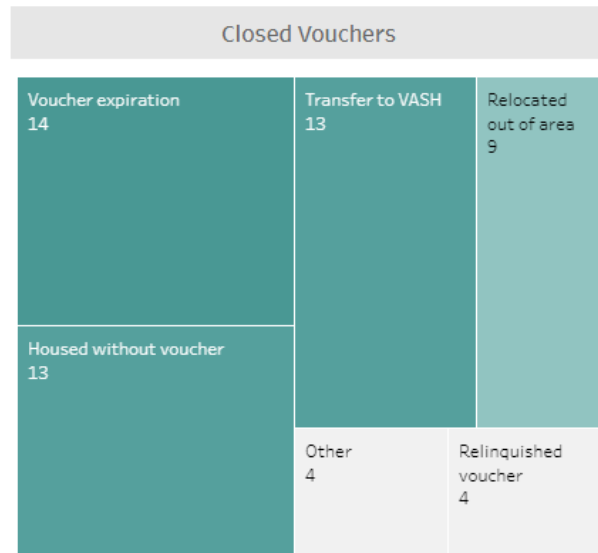
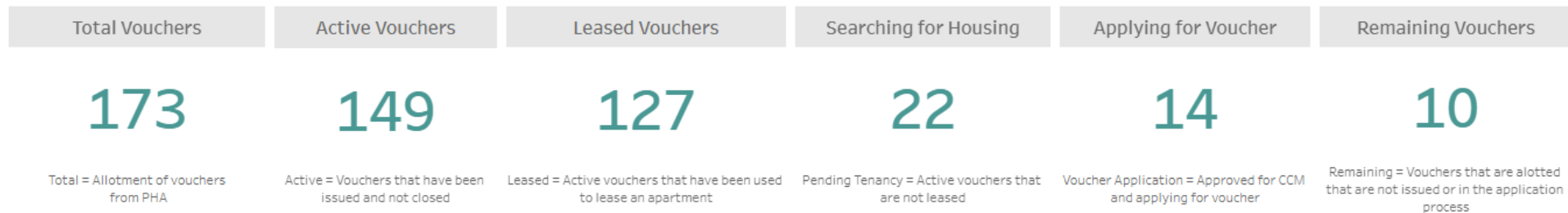
- Main point of contact for King County Housing Authority while veteran is searching for housing
- Follow the voucher process internally from application to lease-up
- Flexibility to meet the veteran where they are at
- Utilize KCHA resources for housing search
- KCHA Client Assistance Funds
- Ability to conduct unit inspections to help streamline move-in for veterans and landlords

# CCM VOUCHER DATA

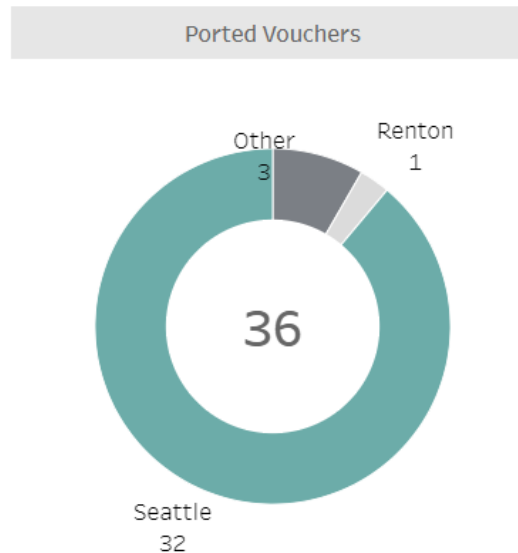
## Collaborative Case Management Voucher Status Report

Updated: 5/9/2023

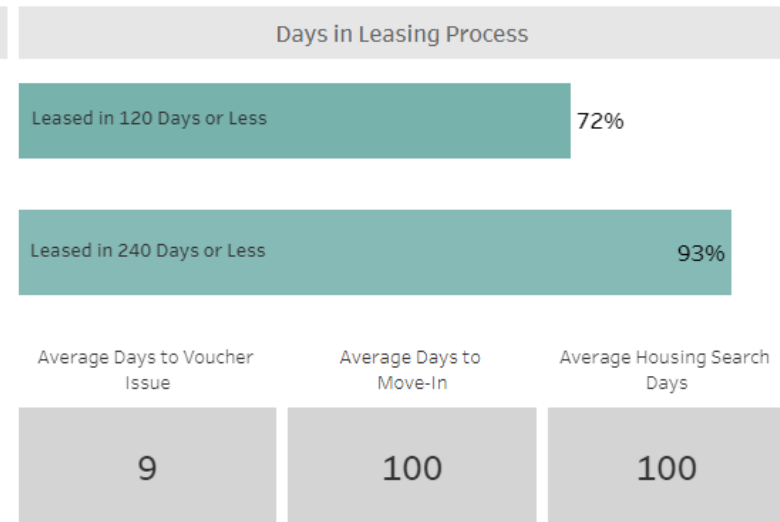
PHA Issuing Voucher  
Null



Closed = Voucher that was issued but has been closed | Transferred VASH = Voucher transferred to the VASH program for more intensive support services



Vouchers ported to a housing authority outside of the issuing housing authority. Other includes any housing authority other than Seattle.



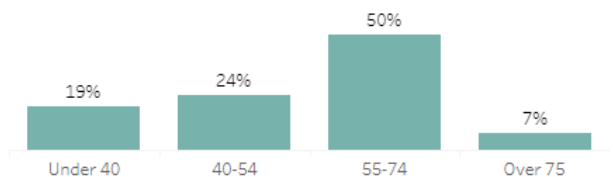
Percent = Number of active vouchers leased within time limit divided by all active vouchers leased and active vouchers that have not been leased within time limit  
 Avg Days to Voucher Issue = Sum of total days between KCHA application date to voucher issue date divided by the number of active vouchers  
 Avg Days to Move-In = Sum of total days between voucher issue date and lease date divided by the number of active leased vouchers  
 Avg Housing Search = Sum of total days between voucher issue date and lease date or today's date if voucher has not been leased divided by the number of active vouchers

# CCM DEMOGRAPHICS

Collaborative Case Management Demographics

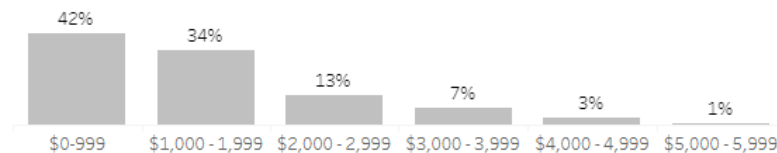
Updated: 5/9/2023

Age range



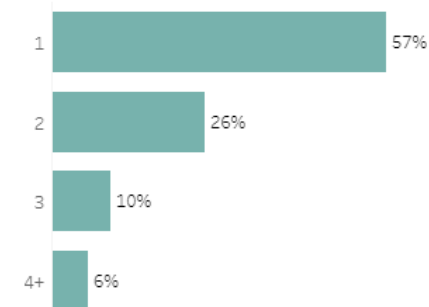
Average Age = 54

Monthly income

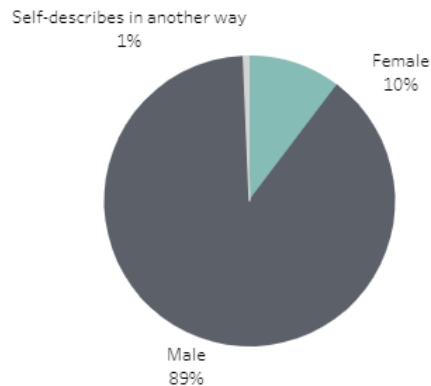


Average Income = 1,315

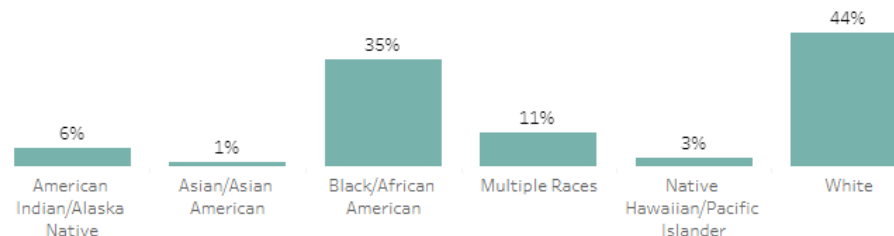
Number in Household



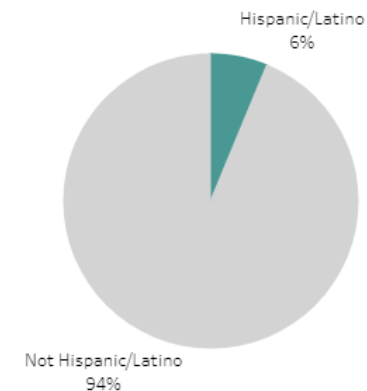
Gender Identity



Race



Ethnicity

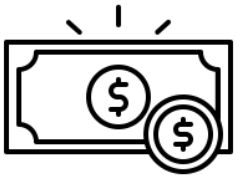


Demographic data includes all active CCM participants (everyone with an active voucher or applying for a voucher). Data does not include unknowns.

## LESSONS LEARNED IN CCM



Housing Search Assistance



Flexible Client Assistance



Collaboration – community case conferencing & regular partner meetings (including VASH transfers)



Data forecasting and tracking

# THE FUTURE OF THE CCM PROGRAM + KCVP

- In 2021, CCM had access to 142 KCHA vouchers. The total from KCHA is now 188 vouchers (as of 5/1/23) and a request has been made to potentially increase the allowance in the future
- Our goal is to have all 188 vouchers allotted by August 2023, with all leased up by end of 2023
- The VA no longer considers this a “pilot”, but a viable program to continue into the future, with other areas applying to start their own CCM program. It would be beneficial to have a learning cohort where we can share our forms, processes, learnings, etc.
- Seattle Housing Authority has also applied to do CCM with KCVP and upon approval would provide 75 of their vouchers for CCM
- KCHA Housing Navigation Opportunities
  - Work towards streamlining KCHAs processes to provide timely and efficient services to CCM clients
  - Provide/Coordinate transportation for clients to and from housing appointments (tours, on site application, lease signing, etc.)

# QUESTIONS?

- Feel free to ask questions now, or to contact us later:
  - Megan Stanley, King County Veterans Program: [mestanley@kingcounty.gov](mailto:mestanley@kingcounty.gov)
  - Leon Richardson, King County DCHS: [lrichardson@kingcounty.gov](mailto:lrichardson@kingcounty.gov)
  - Allison Menendez, King County Housing Authority: [allisonm@kcha.org](mailto:allisonm@kcha.org)

# GROUP ACTIVITY

- What gaps do you see in the housing services for veterans in your community?
- If you were to implement CCM in your community:
  - Who would you target? How would you identify them?
  - How would you structure the program? How would it be funded?
  - Who would be the partners (case management, housing navigators, funders, referral sources)
- Using the flowchart provided, fill in how your community process for CCM would work.
- How would you use CCM to improve housing access and equity in your community?
- Now that you've learned about CCM and imagined it your community, what next steps will you take when you leave this conference?