

**CoC Homeless Planning Council  
Veterans Workgroup  
Draft Meeting Minutes**

May 14<sup>th</sup>, 2024 | 2:30 – 4:00pm  
Operation Stand Down Nashville  
1125 12<sup>th</sup> Ave S, Nashville, TN 37203

**Equity Statement**

- ❖ Read aloud by Chair Riddell.

**Introduction**

- ❖ **Attendance:** Whitney Riddell (USDVA, Chair), Sean Muldoon (Operation Stand Down TN), Norman Deep (MDHA), Libby Sides (Matthew 25), Raquel de la Huerga (OHS), Amanda Dobbs (USDVA), Charles DeBardelaben (Room In the Inn)

**Review Minutes from April**

- ❖ **Follow Ups on Next Steps**
  - Hannah sent out HMIS inactivity warnings in April. The VA team reviewed the list today and were able to catch some people who were made inactive and are currently in GPD. VA team found the list to be very helpful and would appreciate if those lists can continue to be sent out on a monthly basis.
  - Whitney has not had a chance to work on comparing VA and MDHA data. Whitney will work to bring in other HUD VASH supervisors.

**MDHA Data Review, Norman Deep:**

- ❖ There were only 5 VASH move outs in the previous month. Two were positive, two vacated without notice, and one failed to recertify. For the person who failed to recertify, MDHA made four attempts to reach them before terminating their voucher. VASH has 46 vouchers outstanding, 11 of which have found a place and are in process of leasing up. Norman suggested that as long as terminations stay down then MDHA should see an increase in the VASH utilization rate.
- ❖ Norman flagged that the bottom of the spreadsheet provides an overview of moveouts in 2023. So far this year, it looks like terminations are trending upwards comparing to 2023.
- ❖ A workgroup member suggested that it might be helpful for MDHA to look at if those vacating without notice are from specific areas of town or properties.

**Discuss Remaining a CoC Committee**

- ❖ Raquel shared that the Veterans Workgroup is not yet an official standing committee of the Continuum of Care. The Governance Charter Committee has updated the list of standing committees and hopes to include the Veterans Workgroup. Raquel explained that being a standing committee would mean that the Veterans Workgroup would need to formalize its practices, such as keeping a roster, having new members get officially approved by the HPC chair, making official motions, abiding by the TN Open Meetings Act, etc. Raquel noted that the

Veterans Workgroup already abides by many of these expectations so it should not be a significant shift. Veterans Workgroup members expressed their support for becoming an official committee, especially considering that veterans are a target population for HUD and Coordinated Entry. Committee members also wanted to remain connected to the Continuum of Care, especially as they take on the ambitious task of ending veteran homelessness by 2026. Raquel will communicate to the Governance Charter Committee that the Veterans Workgroup would like to be formally added and she will follow up to orient members on expectations for Continuum of Care committees.

### **Built for Zero Updates**

- ❖ Built for Zero attended the April meeting to walk the Workgroup through a strategic planning process and establish goals and metrics for the core team. The Core Group decided on the following goals:
  - Increase Outflow – Accelerate housing placements from 13 to 24 per month
  - Decrease Inflow – Decrease inflow from 46 to 23 per month
  - General Systems Change Improvements, such as addressing racial disparities in programs system wide, using housing first principles, improving communication between agencies, and implementing BNL improvements and data clean-up efforts
- ❖ The Core Group decided to focus first on four domains and assign leads:
  - Improve HUD VASH referral process/voucher utilization (led by Whitney)
  - Care Coordination meeting improvements (Led by Monte)
  - Additional support services/aftercare for aging and disabled veterans (Led by Libby)
  - Implement BNL improvements and data clean-up efforts (Led by Hannah)
- ❖ Built for Zero has notified the Core Group that there is the possibility of applying for a systems lead for Nashville through Built for Zero’s capacity building investments. Built for Zero has noticed that many cities do not have dedicated staff positions to work across homeless service systems and address systemic issues. Built for Zero has generated potential responsibilities for the Systems Lead, which include:
  - Establishing a common agenda, building shared measurement systems, creating and maintaining mutually reinforcing activities, establishing continuous communication and feedback loops, formalizing ongoing infrastructure, and providing backbone support.

The application for Built for Zero to fund a Systems Lead is a non-competitive opportunity. Tomorrow the Core Group is meeting with Leonard Pierce from the Community Investment team to learn more. Whitney’s understanding is that Built for Zero would fund the position, including their salary and benefits, but that individual would be hired on as an employee of a Nashville-based organization. Committee members expressed excitement around having a dedicated staff person to provide needed support and coordination. However, the committee was unsure what organization could feasibly take on this employee.

### **VASH Process Mapping Exercise**

The Built for Zero team is hosting a Process Mapping Exercise on Tuesday, June 4<sup>th</sup> from 10am to 3pm. The goal is to get everyone in the room who interface with veterans experiencing homelessness, from

outreach to the person getting into housing. From 10am to 12pm, Built for Zero will have a dedicated session for frontline workers. Then, from 1-3pm, Built for Zero will convene managers, supervisors, and decision-makers at various veteran serving organizations.

**Agency Updates**

- Operation Stand Down (OSDTN) has experienced delays in opening their transitional housing program. OSDTN is currently operating transitional housing in 7 houses, but they hope to be under one roof sometime in June. OSDTN will continue to maintain their 42 units – this transition will not mean an increase in units.
- Sean shared that someone from FindHelp.org reached out asking their organization to update their information. Other organizations might expect to receive similar emails as the state is pushing to improve referral resources. Where to Turn in Nashville guides are being updated and will be delivered to The Contributor soon.

**Next Steps:**

Next meeting is Tuesday, June 11<sup>th</sup>.

<b>Dr. Talley</b>	Bring data on families to next month’s meeting.
<b>Hannah</b>	Send HMIS inactivity warnings to veterans care coordination on a monthly basis
<b>Whitney</b>	Look into comparing VA and MDHA data to understand the story and outcomes when vouchers are terminated. VA supervisor.
<b>Sean</b>	Invite the Office of Veterans Services to the next meeting
<b>Raquel</b>	Orient the Veterans Workgroup on expectations for CoC committees