

BUILT FOR ZERO CHANGE PACKAGE

# BRIGHT SPOT: Topic of Bright Spot

## Implement this Bright Spot if...

- You need to coordinate across various services to support veterans to retain housing
- You want to try it!

## Game changers/Main Takeaways:

- Categorize homeless veterans based on their needs, and find a way to prioritize veterans who may need more, less, or different types of assistance.
- Use a team approach to ensure that veterans receive the assistance they needed—and not other approaches that may slow down progress towards housing.

## Project Aims

- Increase outflow by accelerating housing placements
- Increase coordination between service providers

## Impact

- Decrease length of time between identification and housing
- Drive down return to active homeless numbers

**Organization:** HUD-VASH and VHA-CM  
**Continuum of Care:** Jacksonville  
**Point of Contact:** Deborah Lee  
**Location:** Jacksonville, FL

## Bright Spot Description

Using a team model, with staff sharing ownership of their veteran caseloads, Jacksonville categorized veterans based on need and acuity. They shifted from individual case management to team case management. As a result, the number of veterans enrolled in primary care at the VA increased, which in turn helped the veterans stay connected to resources.

## Key Action: Service Targeting

When case management staff released the requirement to give each person on their caseload the same level of care, they were able to spend their time providing services with the veterans that needed it most.

To manage the prioritization of time, the provider categorized veterans by acuity, basing the care level on their needs. An acuity tool is not only critical but cheap to implement

## Failing Forward

- As Jacksonville implemented the organization-wide case management model, it became obvious that there needed to be a chain of command. They devoted more staffing dollars to create official supervisor positions. The staff found what they needed most to support them through the new model were strong, charismatic personalities formalized as supervisors.

## Resources Needed to Get Started

- A diverse staff of nurses, doctors, peer support specialists, social workers)
- Clinical training
- A transition plan for implementing an organization-wide case management model shift
- Training provided by Housing Innovations
- Fidelity tool that helped steer their activities, coupled with Pathways to Housing fidelity tools; allowed them to redirect energies

## Want more information?

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