

Grant & Per Diem (GPD) Program

VHA Homeless Programs

Helpful Practices: Outreach & Engagement

- Outreach
 - Outreach Plan & Staffing
 - Grantees must ensure all agency staff follow the outreach plan in the grant; liaison to monitor this.
 - Examine if outreach strategies match the program model.
 - Grantees must have appropriately trained staff in place to meet time and geographic needs.
 - Leverage technology to be able to conduct full intakes from the streets.
 - Explore collaborative outreach opportunities with HCHV, CRRRC, SSVF or other external teams.
 - Review the outreach schedule to ensure the number of outreach hours matches the need, particularly for the number of unsheltered Veterans.
 - If there are grantee agency staff with interest in/experience with a particular population, build this into the outreach schedule (i.e., women, seniors, LGBTQIA+)
 - Coordinated Entry (CE)
 - Maximize the capabilities of HMIS to locate and track outreach opportunities.
 - Grantees, and liaisons when helpful, should participate fully in CE, CoC, By Name List and case conferencing meetings in the community.
 - Track how many referrals come from participation in CE.
 - Grantees should plan so that what is written in the grant matches community need.
 - Referral & Admission
 - Ensure the intake and admission process provides timely and equitable access. Ask the following:
 - Are there any admissions barriers that result in a non-inclusive process?
 - Is there a burdensome and lengthy paperwork process?
 - Is there duplication of work/reinventing the wheel?
 - Develop a clear process for informing stakeholders of bed openings and the referral process.
 - Coordinate same day admissions by examining the referral and intake process and streamlining when useful.
 - Eligibility
 - Liaison and Healthcare Eligibility Center (HEC)

- Ensure that the grantee is trained in the plan for verifying eligibility through the liaison.
- Ensure there is a coverage plan for verifying healthcare eligibility when the liaison is not available.
- Do not delay admission if unable to reach the liaison; utilize other methods for determining eligibility (i.e., SQUARES)
- SQUARES
 - Ensure that grantee agency staff are trained on how to use SQUARES.
 - Grantee and liaison map out admission notification method and timeframe.
 - Example: *"If the Liaison is unavailable and the grantee proceeds with admission following the confirmation of eligibility in squares, the grantee will notify the GPD Liaison within 24 hours of admission by _____ (phone, Azures)..."*
- Liaison In-Reach to VA Medical Center staff
 - Engage in in-reach at your local VA Medical Center by sharing GPD program information and bed availability updates through email and/or in-service presentations
 - Get with your team to start planning and brainstorming
 - Determine action steps needed and who is responsible
 - Think about the following when planning:
 - Think about how you can help your GPD program get more referrals
 - Who at the hospital would benefit from knowing which GPD programs there are and bed availability?
 - How will you disseminate the information?
 - Verbally: How often should you present? Who is your audience? Who from your team will present?
 - Written: Will you send a weekly email? What will you send? Are there email groups you can utilize?
 - Design your own local GPD spreadsheet that contains program information, referral process, contact information, and bed availability
 - Get started by accessing the GPD [In-Reach Sample Template](#) and Fill-In Template and/or on the internal VA GPD SharePoint.

Please email the GPD National Program Office at gpdgrants@va.gov with questions.