



Partnership for Successful Living

Resources for Healthy and Sustainable Living

Homeless Veteran Programs

Update Report to

Governor's Office for Emergency Relief and Recovery

4/27/2020



Discussion Points

- Brief overview of the Partnership for Successful Living (PSL) and Harbor Homes
- Brief overview of Veteran Programs
- PSL's COVID-19 response efforts
- COVID-19 impact on Veterans and PSL programming
- Operational Challenges
- Questions



Brief overview of PSL and Harbor Homes

- Harbor Homes was established in 1980 to provide residential and supportive services to individuals and families who are homeless, at risk of homelessness, or living with mental illness and other disabilities
- Over the past 40 years Harbor Homes grew to include primary care and behavioral health services
- Harbor Home established the PSL in 2009, it currently has four affiliated organizations providing integrated services to our clients
- One of our populations of focus are at risk and homeless Veterans
- Our programs provide services to over 450 Veterans across New Hampshire





Brief Overview of PSL Veteran Programs

- **Supportive Services for Veteran Families (SSVF)** Program. SSVF is designed to rapidly re-house homeless Veteran families and prevent homelessness for those at imminent risk due to a housing crisis.
- **Homeless Veterans' Reintegration (HVRP)** Program. HVRP has two core objectives: 1) to provide services to assist in reintegrating homeless veterans into meaningful employment within the labor force, and 2) to stimulate the development of effective service delivery systems that will address the complex problems facing homeless veterans.
- Veteran-specific transitional and permanent housing. These programs provide homeless Veterans with community-based housing and supportive services. This includes our Boulder Point Project.





PSL COVID-19 Response Efforts

- Established our Emergency Operations Center on March 6th, 2020
- Established communication and coordination with city, state and federal agencies
- Leveraged our Federally Qualified Health Center to review and develop guidance for our programs
- Issued guidance and training to all staff
- Implemented infection control measures at all facilities
- In collaboration with our partners such as the Veteran Affairs (VA) we have provided COVID-19 safety education to our Veterans
- We continue to operate all Veteran programs





- We continue to operate all programs with appropriate modifications to protect our Veterans and staff
- Housing has been harder to find as landlords have been less willing to do showings
- The CARES act has provided SSVF with additional resources to be used toward more Emergency Hotel Assistance and prevention services
- Our Veteran-specific transitional and permanent housing programs have remained open and have continued to accept Veterans, whereas many of the surrounding states have stopped conducting intakes
- HVRP continues to complete eligibility assessments and place Veterans into employment



Operational Challenges

- Onsite staffing at Veteran Residences to monitor and screen
- Increased demand for facilities maintenance to sanitize high-touch areas
- Technology to support remote services to Veterans
- Personnel Protective Equipment for Veterans and staff
- Navigating challenges when landlords are hesitant to show properties



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Questions

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To learn more about the PSL, please visit our website:

<http://www.nhpartnership.org>

