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Fact Sheet

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INTEGRATED COMMUNITY CARE CENTER

The Integrated Community Care Center (ICCC) at Building 402 is located on the VA West Los Angeles Medical Center Campus (WLA). The ICCC provides homeless Veterans with same-day access to housing, primary care, mental health, and substance use treatment delivered by trans-disciplinary care teams and Enhanced Housing First teams. In addition, staff from programs such as Department of Housing and Urban Development- VA Supportive Housing (HUD-VASH), Grant Per Diem, Homeless Veteran Supportive Employment Program, Outreach, and Community Residential Care offers services to homeless Veterans in the building. The program has dedicated space for representatives from Veterans Benefits Administration, Social Security Administration, Los Angeles County Department of Mental Health, Pro Bono Legal Services through a Medical Legal Partnership, and the Supportive Services for Veteran Families program.

Homeless Veterans in VAGLAHS's service area

On any given night, there are 5,776 Veterans homeless in VAGLAHS's catchment area (Los Angeles*, Ventura, Santa Barbara, San Luis Obispo, and Kern Counties). (*VHA estimates 80% of Los Angeles County's homeless Veteran population falls in VAGLAHS's catchment area; the remainder with VA Long Beach and VA Loma Linda.)

VAGLAHS Homeless Resources

VAGLAHS has the largest VA homeless program in the nation with 400 staff, a FY 2013 budget of \$34 million, and resources to house over 6,700 homeless Veterans (emergency, transitional, permanent housing, and Veteran-designated Section 8 vouchers).

Impact

- In FY 2013 (October 1, 2012 – September 2013), 15,152 currently and recently homeless Veterans were served by VAGLAHS. Of these 15,152, 1,107 (7%) were women; 1,796 (12%) were OEF/OIF/OND; about 1,500 (10%) were Veterans with children in custody.
- In the first nine months of FY 2014 (October 1, 2013-June 30, 2014), 13,093 current and recently homeless Veterans received some kind of VAGLAHS service. Of these 13,093, 980 (7%) were women; 1,572 (12%) were OEF/OIF/OND.
- Between 2011 and 2013, the homeless Veteran PIT Count in VAGLAHS's catchment area dropped **21.68%**: from 7,375 to 5,776.

Program Highlights

- Integrated Community Care (ICC Teams), also known as Homeless Patient Aligned Care Teams (HPACTs), are located at WLA VA (4 teams), the Sepulveda Ambulatory Care Center VA (1 team) and the Downtown/LAACC VA (1 team). H-PACT provides a coordinated “medical home” specifically tailored to the needs of homeless Veterans. The ICC/H-PACT team includes a primary care provider, nurses, social worker, mental health professionals, and a substance abuse treatment professional. The team coordinates care with Integrated Housing First (IHF) “street medicine” teams and other clinical and social service providers while assisting Veterans in obtaining and staying in permanent housing.
- Integrated Housing First (IHF) team: This trans-disciplinary team (psychiatrist, nurse practitioner, social worker, peer support specialist, outreach staff) provides care to Veterans on the streets. The IHF team is currently working intensively with chronically homeless, vulnerable Veterans.
- Emergency Bridge Shelter beds: 65 beds operated by Salvation Army on the West Los Angeles campus.
- Partnership with LA County: Outstationed County mental health worker at the VA West Los Angeles campus to coordinate County care and work with healthcare ineligible Veterans.
- Jail diversion through Veteran courts: VAGLAHS works with six Veteran courts in four counties (Los Angeles, Ventura, San Luis Obispo, Santa Barbara) to divert Veterans into VA residential treatment programs. An additional court in Kern County is in development.
- VA Grant and Per Diem (GPD), Healthcare for Homeless Veterans (HCHV) and other transitional housing: Through partnerships with 13 agencies, VAGLAHS has 1,335 community transitional housing beds for homeless Veterans. Veterans stay for 3-18 months while receiving a range of medical, mental health and rehabilitative services. There are programs targeting women, older adults,

OEF/OIF/OND Veterans, and recently incarcerated. Goal: prepare participants for independent living.

- Permanent housing through HUD-VASH: Through the HUD-VASH program, VAGLAHS has access to 4,050 Veteran-specific Section 8 housing vouchers (allocated between 2008 and 2013). These housing vouchers provide partial financial support to individual Veterans who can then select their own housing in the community with VA case management support.
- Vocational rehabilitation and job-finding services: These are provided through Community Care's Homeless Veterans Supported Employment Program (HVSEP) and private community partners. There is 19 HVSEP staff embedded within VAGLAHS homeless programs, including GPD and HUD-VASH. These trained specialists are formerly homeless Veterans providing assistance to their peers.

Future Projects

- On the WLA campus: Building 209 Compensated Work Therapy/Transitional Residence (Early to Mid FY15).