

# Ending Veteran Homelessness!

## Engaging Strategies & Best Practices for Ending Veteran Homelessness... Community Planning Process and Training Meetings (All Free for Attendees)

JANUARY 2020						
SUN	MON	TUE	WED	THU	FRI	SAT
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

Mark Your Calendars...

**When:** Wed/Thur January 15<sup>th</sup>-16<sup>th</sup>, 2020

**Where:** Penrose Library (Columbine Room)  
20 N. Cascade Ave,  
Colorado Springs, CO 80903

**Time:** 10:00am-4:30pm (Wednesday)  
10:00am-2:30 pm (Thursday)

**Parking:** In Library Lot, or on Street (Metered) or  
across street in First Bank Building  
Underground Lot



### FY19 Rapid Resolution Purpose/Scope:

#### Purpose:

The Rapid Resolution Community Implementation Workgroup will develop protocols or policies and/or review already existing documents (i.e., CE Policies and Procedures) that may need to be revisited with our CoC as we plan and implement Rapid Resolution based on our community goals.

#### Scope:

Rapid Resolution is designed as a system-wide intervention and can be used for all populations, not just Veterans. All persons and households presenting for housing assistance should begin with a conversation, no assessments or scoring tool, to better understand if alternative exits exist, and if none do, the conversation then acts as a starting point for a longer-term housing plan and interaction with the System.

**Goal #1:** To increase the number of veterans who found positive rapid resolution and didn't enter shelter system/homelessness.

**Goal #2:** To develop Rapid Resolution intervention practices within the PPCoC/Coordinated Entry Policies and Procedures; to include delaying VI-SPDAT utilization.

**Goal #3:** To target veteran households while ensuring inclusiveness with the community for collaborative planning, training and coordination.

**Goal #4:** To identify risk and protective factors of those who benefit from rapid resolution

This free 2-day meeting is our first planning and training session to fully develop and define our program and train our participants and volunteers to better understand the Rapid Resolution Process...

**Great Community Networking Opportunity!**

**For Event Information and On-Line Registration:**

<https://www.connectcore.org/homesforveterans>

#### Primary Objective:

"Creating a 'Skills Building Workshop' for community organizations and direct service providers around case management best practices for ending Veteran homelessness"

#### Sponsors/Speakers & Team-members...



#### Agenda: (Wednesday - Jan 15<sup>th</sup>):

10:00am-10:15am: **Welcome & Why Are We Here?**  
10:15am-11:45am: **Sarah Serrar, RMHS Training Specialist**

"Person-Centered Communication to Include Reflective Listening and Motivational Interviewing"

11:45am - 12:30pm: **Lunch (Sponsored by Mt Carmel)**  
12:30pm - 1:40pm: **Evan Caster: CHP**

"Overview of Coordinated Entry & Built for Zero"

1:40pm – 2:00pm: **Break**  
2:00pm – 4:15pm: **Monica Lichtenberger, President Phoenix Strategies, Inc.**

"Getting in the Mix" - Rapid Resolution for Housing

Hone your rapid resolution skills by gaining self-awareness into your own personal conflict management style. Learn how to adjust your style to address individual situations in order to be more effective. Discover how to coach Veterans on how to be more effective in managing conflict.

Learn six (6) Collaborative, Facilitative, Interested-Based (CFI) techniques used to build relationships, empower and address important concerns, desires and fears.

Practice these techniques as an informal mediator using a problem-solving process

4:15pm - 4:30pm: **Wrap-up & Homework Assignment:**

"Bring your Veteran Navigation Challenges to Day 2 Training"

#### Agenda: (Thursday - Jan 16<sup>th</sup>):

10:00 am-10:25 am: **Welcome and Q&A**  
10:30 am-12:30 pm: **Duane K.L. France, MA, MBA, LPC**

**Director of Veteran Services, Family Care Center;**  
**Exec Dir, Colorado Veterans Health & Wellness Agency**

"Starving at the Feast: Helping Veterans Navigate a Resource Abundant Community"

12:30pm -1:00pm: **Working Lunch (Sponsored by AASC)**  
1:00pm - 2:15pm: **Veteran Services Flow Chart Panel of Service Providers/Q&A**

2:15pm - 2:30 pm: **Closing**