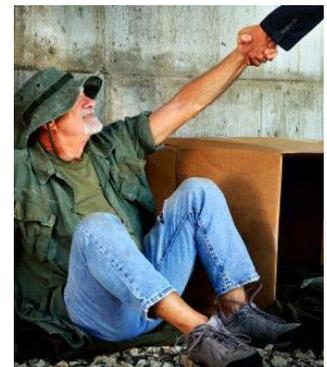


ORGANIZATIONAL OVERVIEW, PROGRAM SUMMARY, and THE FUTURE OF THE VIC

New Mexico Veterans in Need

- Data Available:
 - Over 170,00 Veterans reside in New Mexico.
 - Various reports range from 1000 to 1700 homeless Veterans in New Mexico and predictions indicate this number will rise due to the economic slowdown awaiting returning troops from Iraq and Afghanistan
- What Veteran Organizations in NM are seeing
 - The NMVIC programs in our Fiscal Year 2015 helped the following
 - Transitional Living: 159 Homeless Veterans Served
 - Supportive Services for Veteran Families: 295 Active Clients (25% with families, an average of 3 per family)
 - Food Pantry: Served over 7000 food boxes (600 per month) to Veterans in our Programs and the Albuquerque Community (approximately 10% women, 50% male single, 40% male with families)
 - Annual ABQ Homeless Stand Down Event:
 - In 2014, met with over 320 Veterans seeking services
 - Other NM 2014 Stand Downs (Santa Fe, Farmington, Gallup):
 - Met with over 300 Veterans



Issues We See

- Veterans we see:
 - 5-10% Women
 - Age: Average in Transitional Housing, 50s, (has ranged from early 20s to 70s)
 - Transitional living tends to have older age group
- Substance Abuse Issues
 - Alcohol, Drugs
- Family/Friend Alienation
- Mental/Physical Health
 - Younger usually have issues with injuries
 - Older have issues with heart disease, diabetes, arthritis, etc.
 - PTSD, MST are a reality
- Employability
 - Some are disabled
 - Some are older
 - Skills tend to be “blue collar” (cooks, janitors, drivers, etc.)



“To respond to the needs of veterans, with focus on those who are homeless or experiencing a housing crisis, through the provision of quality employment training, housing and supportive services based on a Continuum of Care”



VIC Evolution

2005 We Started Here



Transitional Housing Program

- Case Management
- Housing
- Bus Passes
- Basic Hygiene

Support Added 2012



Community Food Pantry

Donations

- Storage
- Clothing
- Household Items at exit

Veteran Support

- IDs/DLs
- Birth Certificates
- Work Boots

• Emergency Housing
 • Moving Support

Added New Programs 2013



Supportive Services Program

- Case Management
- Temporary Financial Assistance
- Legal Aid

Jail Diversion Program



Added Services 2014



Van Transportation

Part-time Temporary Work

Goals



• Fiduciary
 • State Wide Transportation

Organization

- **Our Start:**
 - Officially Incorporated 2005
- **Management Staff**
 - CEO/Program Director: Elinor Reiners
 - Program Managers:
 - Fermin Ortega (Transitional Living)
 - Tim Pesavento (SSVF)
- **Support Staff**
 - Operations Manager, Outreach Coordinator, Case Managers (8), Nutrition Coordinator, Peer Support, Resident Monitors (5), Admin. Assistant (2), Bookkeeper/Office Manager
- **Volunteer Board (8 members)**
- **Contact Information: www.nmvic.org, Albuquerque 505-265-0512 or 505-296-0800, Alamogordo 575-551-6659**



Transitional Housing

- We Provide a **PROGRAM**
 - Services to Single Veterans in a caring environment with structure and discipline to encourage continued success
 - Services are provided with respect, consideration and dignity for the individual Veteran
 - The transitional housing program **assists** homeless veterans, or those at risk of becoming homeless, to integrate back into the community
 - The VIC is committed to providing adequate services to make the transition successful
 - 70% Success Rate (stable income/housing)
 - Serve approximately 145 per year
 - Average 42 in house (up to 50)



Transitional Housing Conditions for Admission

- 1) Other than Dishonorably discharged Veteran of any branch of the US Armed Services
- 2) Clean and sober for at least 28 days and submit to a drug screen;
- 3) Plan or enrolled in a plan that includes weekly attendance at drug/alcohol outpatient support groups as applicable;
- 4) Lack fixed or permanent housing;
- 5) Medically or mentally stable enough to live safely in a community living setting;
- 6) Willing to follow program goals and requirements;
- 7) Willing to actively search for employment within the first thirty (30) days of residency as applicable;
- 8) Willing to engage in constructive daily activities;
- 9) Able to transition to independent living in less than (2) years;
- 10) Abide by the NMVIC's alcohol and drug-free environment; and
- 11) Provide proof of insurance, registration, a valid license as applicable

Transitional Housing

- Location: Value Place (across from NMVIC Office)
- Capacity: 50 Beds (Limited By Funding)
- 2 Residents per Room
- Amenities
 - Bathroom
 - Kitchenette
 - Beds/Furniture
 - Phone
- Environment
 - Alcohol and Drug Free Environment
 - Cleanliness Guidelines
 - Community Volunteerism Required



***Note: Investigating setting up 5-10 Bed Program in Santa Fe**

Veteran Activities

- Community Service
 - Residents are Required To Perform Community Service Based on Their Availability (varies with work/school schedules)
 - Recent Activities
 - NMVIC Activities (Inventory, Area Cleanup, Stand Down)
 - Yard Cleanup (Elderly, Disabled, Churches)
- Luncheons/BBQs
- Isotopes Games
- Balloon Fiesta
- State Fair
- Yard Sales/Car Washes (to Support them earning money)



VIC Support/Services

- Case Management
- Food Baskets
 - Weekly for Veterans in Transitional Living
 - Monthly for Low-Income Veterans in the Community
- Transportation
 - Transitional Living: Daily Shuttle to VA/Appointments, appointment shuttle to Events/Shopping, bus passes
 - SSVF: Bus passes
- Clothing Issue
- Donated Household Items
- Daily Living Skills
 - Budgeting/Grooming/Hygiene
 - Job Seeking (Interviewing, Job Searches, etc)
 - Driver's License/Using Transportation Services
- NM Legal Aide Partnership



VIC Supportive Services for Veteran Families (SSVF)

- Supportive Service for Veteran Families
 - Goal is to provide sufficient resources to stabilize housing or end homelessness
 - Serves the entire Household
 - Case Management and Financial Services
 - NM Legal Aide
- Started Seeing Clients 10/21/13
- Veterans Supported (Start Oct 1, 2013)
 - We have contacted 912 Veterans, we have met with 675
 - 366 Veterans Enrolled
 - 268 Single Vets
 - 98 Veteran Families
 - 38 total OEF/OIF (of those enrolled)



VIC Family Supportive Services

- **Veterans may qualify for assistance if:**
 - Homeless veteran or at risk of homelessness
 - Discharged under conditions other than dishonorable.
- **VIC Supportive Services:**
 - Case management
 - Assistance with obtaining VA and other public benefits
 - Temporary financial assistance may include
 - Time limited payments for rent, utilities,
 - moving expenses,
 - security and utility deposits, transportation,
 - child care and emergency supplies.
 - Linking to needed healthcare services, daily living services, financial planning, housing counseling, job development, child care, legal services, fiduciary and payee services.



UTAH

COLORADO

OKLAHOMA



New Mexico



Veterans



Integration Centers

ARIZONA

TEXAS

SONORA

MEXICO

CHIHUAHUA

TEXAS

NEW MEXICO



0 miles 40

0 kilometers 80

www.sitesatlas.com

www.nmvic.org 505-265-0512

- CBOC
- DVS
- GW Goodwill
- VIC NMVIC
- MC Mesilla Valley

NM SSVF Providers Coverage

Outreach

- **Annual Stand Down Events**
 - 2012 ABQ Stand Down (386)
 - Santa Fe, NM (143), Farmington, NM (82), Gallup (144)
 - 2013, ABQ Stand Down (364)
 - Santa Fe, Farmington, Roswell, Gallup
 - 2014 ABQ at Noon Day Ministries
 - Santa Fe, Farmington, Artesia, Gallup
- **Monthly Attendance to City/State Events**
- **Monthly Outreach at NMVIC Facilities**
- **Access to Services throughout the Community for Partnering (some examples)**
 - **Government/State:** New Mexico Department of Veteran Services, VA, NM Department of Work Force Solutions
 - **Similar Veteran Homeless Programs:** Henderson House, Albuquerque Opportunity Center (AOC), Women Veterans of New Mexico (WVNM)
 - **Services:** SSVF, DAV, Aging and Long-Term Health Care, NM Legal Aid, KAFB, PMS, etc.

2014 STAND DOWN

Veterans	323
Non-Veterans	<u>650</u>
Total:	973



In our Veterans Words

The most important aspect to me is being in a safe environment."

Marine Veteran



"I appreciate the fact they allow you to get comfortable and feel at ease when you first arrive. "

Coast Guard Veteran

"The VIC is a great program--it's a stepping stone to help you get back on your own."

Navy Veteran

"Due to medical issues, I lost my ability to work as a truck driver. Through my Case Manager, I was given goals and direction to bring myself back... I am now serving the VIC as a staff member and I am very honored to do so. I'm now back..."

Navy Veteran



Added Programs

- Emergency Shelter
 - Overnight Stay for Veterans waiting to get into a VIC Program
 - Funded by donations and WVNMM support
- Food Program
 - Weekly for Veterans in Transitional Living
 - Monthly for Low-Income Veterans in the Community
 - In FY 2014 over 6300 Food Boxes Distributed (4789 went to **Veterans** in our Programs/Community)
- Thrift Shop
 - Excess from donations needed by Veterans in our Program
 - Employs Transitional Housing Veterans part-time to earn extra funds

How Can you Help a Veteran in Need?

- If you see a Veteran In Need, Refer them
- If you are struggling with a Veteran family member, seek help
- Support your local agencies
 - Volunteer
 - Donate



Recent Issues

- **Elderly Veterans with mental health issues (e.g. dementia)**
 - In last few months dealt with 5 elderly Veterans getting discharged from hospitals; no where to go or family to help
 - Medically unstable for Homeless Programs
 - VA protocol does not enroll them into the Medical facilities without medical issues
 - VA Social Worker Executive and VIC CEO working to try to develop a strategy
- **Veterans dealing with significant mental issues (e.g. bipolar)**
 - Choose not to participate in VA programs
 - Released from VA (own preference), yet unstable
 - Release from VA without a plan (e.g. housing)
- **We need a Veterans Home in Albuquerque**



Albuquerque Homelessness Update (from NMCEH*)

Veterans Housed since the beginning of 2015	492
Veterans still to be housed by the end of 2015	334
Number of housing placements by which we are ahead of schedule with homeless veterans	10
Chronically homeless people housed since the beginning of 2015	172
Chronically homeless people still to be housed by the end of 2016	630
Number of housing placements by which we are behind schedule with chronically homeless people	62

***New Mexico Coalition to End Homelessness (NMCEH) Data As of the end of July 2015**

Update: Anticipate Albuquerque to reach goals by October, Las Cruces has reached Functional Zero.

NMVIC Future Plans

- Expand our Residents Served
 - Currently Up to 50 Residents
 - Plan to expand to up to 200
- Obtain our own facilities – Dual Campus
 - Homeless Veterans and Families
 - Low Income Veterans
- Expand the Type of Residents Served
 - Homeless Veterans & Families
 - Low Income Veterans & Families



NMVIC Future Plans

Clientele

- Demographic Transitional Facilities
 - Single Male and Female
 - Families – At least one parent must be Veteran
 - Single parents and Children
 - Couples and children
 - Child care off Campus
- Veterans Projected to Serve Annually
 - 1-3 years -- 200
 - 5-10 years – 200+



NMVIC Future Plans

Services on Campus

- Academic Classes
 - Have classrooms and temp offices where more can be done on campus
 - Study/Tutoring Areas
- Food program
 - Continue the food program, have it in a separate area
 - Cafeteria
 - Common Area for Residents to cook
- Life skill Classes -
 - Budgeting, computers, etc
 - Cooking
 - Hygiene
- Grooming
- Transportation



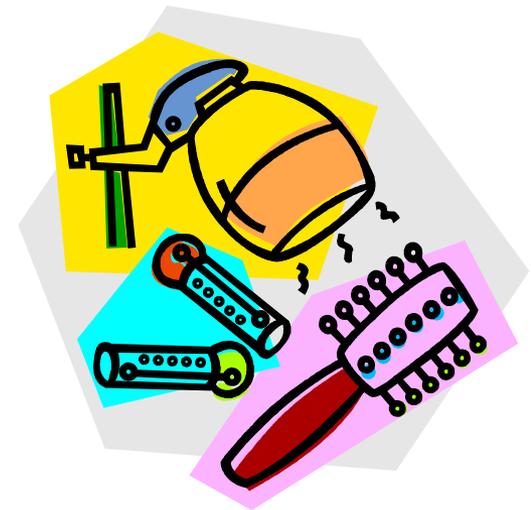
Support/Donations Needed

- Food Items
 - Basics: Sugar, Flour, Cooking Oil
 - Canned or Frozen Vegetables/Fruits
 - Dry Hot or Cold Cereals
 - Starches: Pasta, Enriched Rice, Dry Beans
 - Boxed Dinners (Hamburger Helper, Macaroni & Cheese, etc..)
 - Canned/Jars Items
 - Tuna/Salmon, stew
 - Peanut Butter, Jellies
 - Assorted Soups, Coffee
 - Dairy-Misc: Milk, Cheese, Eggs
 - Grains/Breads: Bread, Crackers, etc
 - Any fresh produce or fruit



Support/Donations Needed (cont.)

- Clothing
 - Sweat pants and shirts
 - Socks
 - T-Shirts
 - Men's Underwear (new only) Large and Extra Large
 - Women's Underwear (new only) Medium and Large
- Toiletries - Misc
 - Shampoo
 - Deodorant
 - Toothpaste/Toothbrushes
 - Disposable razors/Shaving Cream
 - Body Wash/Hand Lotion/Lip Balm
 - Combs/Hairbrushes
 - Women's Feminine Hygiene



Beyond The BattlefieldSM **Support/Donations Needed (cont.)**

- Miscellaneous
 - Laundry Detergent
 - Dish Detergent
 - Pots and Pans
 - Dishes
 - Silverware
 - Cooking Utensils
 - Dish Towels and Cloths
 - Pot Holders
- Funding

