

Appendix: Semi-Structured Interview Guide

Part 1: Program Components

Role at VA? How long worked at VA? Background & training?

What is your role in housing and services for homeless veterans?

Overview of how vouchers work at this facility – imagine a new client walks in today, take me through what happens from now until when they are housed with a HUD-VASH voucher.

How do you identify and outreach to veterans who need housing?

What are the eligibility requirements to be considered for a HUD-VASH voucher?

How do you prioritize among all the veterans that come in?

Are program participants required to demonstrate “housing readiness” to be eligible for housing placement? How?

Is it possible for a veteran to go directly into HUD-VASH housing without going through some other place or program first?

Do clients “graduate” from this program – how?

What about difficult to place veterans – is anything different done to place them?

Describe the types of housing that clients have been placed in with HUD-VASH vouchers.

Describe how occupancy arrangements are made.

How is a client’s monthly rent determined?

Requirements to stay in permanent housing – sobriety/treatment.

What happens when a client loses housing – are services still available?

Describe the general environment for housing homeless veterans in this community – especially local PHA and landlords.

How does the type of temporary housing available affect your efforts to house clients using HUD-VASH vouchers?

Numerous services are available through VA – do you use a team model of clinical service providers dedicated to HUD-VASH clients OR are clients directed to those services?

Different clients require different levels/types of services – who decides what services each client receives?

Are clinical services separate from where people live OR onsite?

How is ongoing substance use by clients dealt with?

What types of non-clinical support are available to assist clients as they are waiting for permanent housing – examples include employment assistance, help finding suitable housing?

Are these support services tied into the overall HUD-VASH program or are clients directed to them?

What kind of support is available to help clients once they have been placed in housing?

What kind of support is available to help clients develop “life skills”?

Is there a separate, dedicated team of people that work on housing clients using the HUD-VASH vouchers?

Describe the team of people that work with the HUD-VASH program.

Does everyone on the team have responsibility for all clients OR are clients assigned to specific case managers?

How many interactions does the [team/case manager] have with each client?

Are there team meetings to discuss how placements are going? Describe a typical team meeting.

How does the team respond to clients that are in crisis? Are services available 24/7?

Part 2: Organizational Aspects

What are the organization's goals in housing homeless veterans?

How much emphasis is placed on the national goal to end veteran homelessness by 2015?

Are these goals shared throughout the organization?

Are specific steps taken to build agreement and engagement around these goals throughout this facility?

Does the senior leadership show support for HUD-VASH program goals?

Does the mid-level and frontline staff show support for HUD-VASH program goals?

How has support for program goals been communicated throughout the facility – concrete actions?

Does the team working to house veterans using the HUD-VASH vouchers have the resources necessary to meet the goals this facility has set?

How do you measure and evaluate the program's progress in meeting its goals?

How would you "rate" your progress to date?

Who in the facility do you report to about the program?

What are the consequences for insufficient progress in meeting the program's goals?

How does the facility ensure that everyone involved in housing homeless veterans is working together?

What do you see as the most crucial issues the VA faces in trying to house homeless veterans?

What are the key facilitators and barriers to housing homeless veterans at this facility?

Where do you predict you will be relative to your program goals six months from now? What should we ask about next site visit? Do you anticipate any changes?

What do you know about Housing First?

Why not currently using HF at this facility?

If HF were mandated by Secretary Shinseki or CO, what would your facility's response likely be?

How could HF be modified so that your facility would be more likely to adopt some aspects of HF?