



# Veterans Integration Centers (VIC)

*Helping Veterans & their Families, Beyond the Battlefield*



## Mission

To enable Veterans and their families to achieve stable housing, financial security, and a renewed sense of community



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## Overall



Established in 2005 in Albuquerque

30 Staff = 90% Veteran or Family Member



Serve over 1300 Families Annually  
*(Veteran & Non-Veteran)*

\$2.1M Annual Revenue  
*(\$1M in federal dollars)*



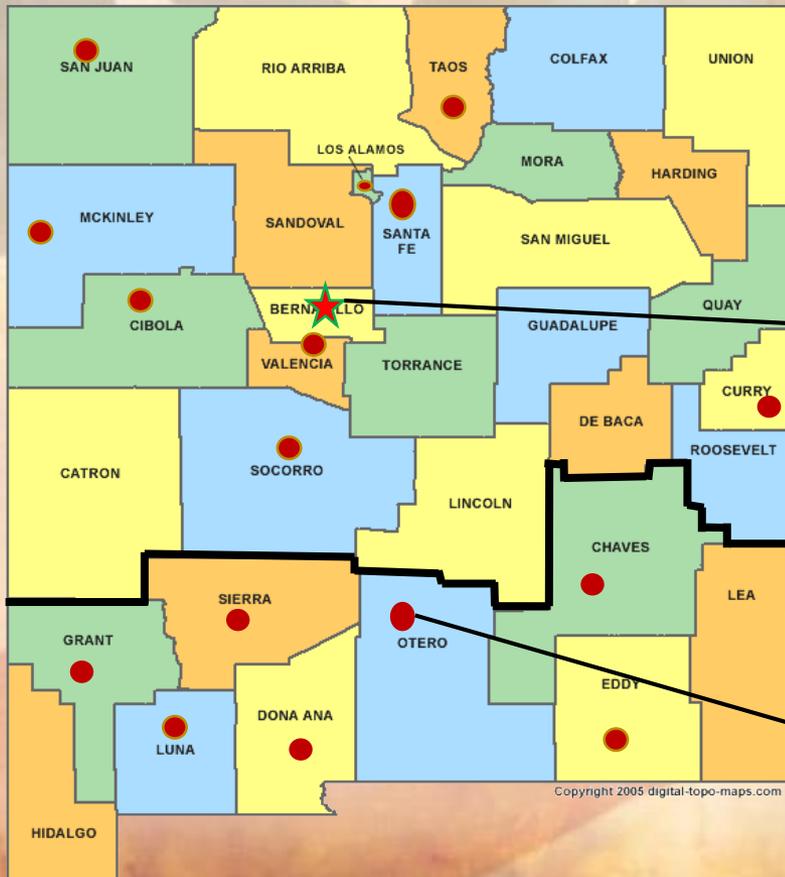
Under 10% Overhead Costs



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## Service Area



*\*Staff deployed from Albuquerque to meet with Veterans anywhere in NM (If needed)*

- VIC HQs - Albuquerque
- Executive Offices
  - Emergency Housing Pgm
  - Transitional Housing Pgm
  - Food Pantry / Thrift Shop
  - Donations Program
  - Rapid Re-Housing Pgm
  - Community Shuttle Service

- Alamogordo
- Outreach / Case Manager

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## Who Do We Serve?



Veterans who served on active duty



Veterans who served ONLY in National Guard and Reserves (no deployment)



Widows of Veterans who Passed (Unremarried)





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## Major Programs



Emergency & Transitional Housing



Food Pantry & Nutritional Education



Rapid Re-Housing (permanent housing)



Donations & Move-In Program



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## Emergency, Transitional & Rapid Re-Housing



### **Emergency Housing** (immediate - up to 7-14 days)

- For those literally homeless anywhere in NM
- Safe place to stay until transition to another housing program
- VIC can pay if another org is providing services

### **Transitional Housing** (up to 1 year)

- Located in Albuquerque
- Focus on mental & physical health
- Will pick-up a Veteran / Family



### **Rapid Re-Housing** (90 days to 270 days)

- Permanent Housing (apartments)
- Develop Long-term Housing Sustainability
- Improve employment or income support

*GOAL: Facilitate individual stabilization & move into Permanent Housing options*



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## Comprehensive Wrap-Around Services

- Case Management
  - Clinical substance use and mental health evaluations
  - Clinical Counseling services for mental health, trauma or substance use
  - Emergency clothing and food support
  - Life Skills Training
  - Group Counseling (anger, substance use, mental health, reintegration anxiety)
  - Job Prep and Employment Support
  - Move-in services and Household support
  - Nutrition Education
  - Peer Support services
  - Permanent housing search and attainment
  - Connection to over 100 community service providers to meet the needs of each unique Veteran or family member
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## Food Pantry & Nutritional Education



- 2 Programs – Food Pantry
  - Veteran Families
  - Community Low-income Families
- Monthly food distribution program provides up to 3 days of meals per family (food box)
- Items are USDA-approved including produce, meats and dairy, and dry goods
- Nutrition education, food safety and healthy cooking classes to enrolled Veterans
- Community Home Food Delivery Program (disabled)





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## Furniture Donation & Move-in Program



- Donation of items from the community: pickup & delivery available (tax deductible)
- Provide services to both Veteran Families in VIC programs AND Veterans from the community
- Help Veterans move from transitional housing to permanent housing options, if enrolled
- Helps pay 2 Veteran salaries for PT work

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Move into Permanent Housing Options  
Community Veterans with Free Furniture

6 – 8 families per month  
8 – 10 families per month



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## Community Support Shuttle



- Started in 2017 as a Pilot Program with the City of Albuquerque & VIC
- Provides dedicated fixed-route shuttle service, free of charge, to all community members
- Major locations downtown that Veterans require including Shelters, Homeless Services, Social Security, VA and Food Distribution Sites
- ADA and Regular Riders capable

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➤ Average 1400 – 1500 riders per Month



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## Mental Health Counseling: Operation Warrior Recovery



- Provides on site clinical counseling and peer support groups for Veterans enrolled in VIC programs
- NO medications issued or managed
- Modified Intensive Outpatient Program (IOP). Number of sessions more / less based on need
- Certified Peer Support Specialist on staff to help with other issues or concerns
- 24-hours Resident Monitors on site to support
- Open to both Veteran & Family Members
- May expand services to telehealth in 2021



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## Peer Support Program: *Operation Warrior Recovery*



- Provides peer-led outings that promote teamwork and positive mental health engagement
  - Overnight Camping Trips
  - Day Trips (local attractions, horseback rides)
  - Hiking, Fishing
- Conduct semi-therapeutic group discussions
- Certified Peer Support Specialist on staff
- Open to both Veteran & Family Members



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## Rural Veteran Outreach: Operation Rapid Response



- Regular Outreach to rural areas of New Mexico
- Connection to services via telephone, zoom, skype
- Assist other orgs providing services already
- Increase use of VIC funding to help provide needed services regardless of location (Em. Housing, Rent, Utilities, Deposits, Food)
- Staff can go anywhere in New Mexico to provide services or pick-up a Veteran
- Program can serve larger Veteran population (slide 4)





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## Some Interesting Statistics

429	Number of Veterans Served	77%
126	Number of Family Members Served	23%
50	Number of Households with children	13%
207	Veterans literally homeless upon Enrollment	48%
225	Veterans with \$0 income upon Enrollment	52%
335	Veterans with increased income upon Exit	78%
215	Veterans with history of alcohol or substance use disorder	51%
95	Victims of Domestic Violence	17%
115	Veterans with physical disability	27%
113	Veterans with NO healthcare coverage	26%



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## How WE Measure Success

Emergency Housing	<u>79</u> Veterans / <u>9</u> Family / <u>287</u> nights
Transitional Housing	<u>128</u> Veterans / 12 Family Members
Rapid Re-Housing	<u>236</u> Veterans / <u>164</u> Family Members
Food Pantry	<u>1,073</u> Veteran and Non-Veteran families <u>4,493</u> Food Boxes = <u>13,479</u> days of food <u>87,500</u> pounds of food (14k donated)
Donations Program	<u>\$185,000</u> in donated items (90% returned to Vets)
Case Management	Over <u>32,000</u> hours
Jail Diversion	<u>12</u> Veterans avoided re-incarceration
Community Shuttle	Over <u>12,176</u> rides in first year
Permanent Housing Placement	<u>75%</u> success rate (National Avg. 64-67%) <i>(Veterans still housed 12-months after Exit from a VIC program)</i>



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## Questions

### **El Sereno Apts**

Executive / Administrative Offices  
Transitional Housing Department (GPD)

(505) 265-0512

### **VIC Central Office**

Rapid Re-Housing Department (SSVF)  
Emergency Housing Program  
Food Pantry  
Donations Department  
Community Support Shuttle

(505) 296-0800

Alamogordo Office

(575) 551-6659

[info@nmvic.org](mailto:info@nmvic.org)