Housing Case Study

**Client:**
Alpha Project is a nonprofit housing provider located in San Diego.

**Challenge:**
Alpha Project is part of the Rapid Rehousing Program and is mandated to provide housing for 50 Veterans by September 2017.

**Solution:**
Alpha project joined the SD United coordinated care network powered by technology provider Unite Us and led by 2-1-1 San Diego.

**Outcome:**
Alpha Successfully housed 57 Veterans and 17 family members.

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**ALPHA PROJECT SUCCESSFULLY HOUSES 50 HOMELESS VETERANS**

There’s nothing more important and no mission more critical than housing homeless Veterans.

When San Diego based nonprofit Alpha Project began its Rapid Rehousing Program in December of 2016, they needed an efficient and effective way to address the principle program requirement—find housing for 50 homeless Veterans by September 2017. Initially, Alpha Project had to bring in their own clients and proactively generate their own referrals. That process typically included multiple email interactions to various case managers and in person visits to Courage to Call, 2-1-1 San Diego’s access point for active duty military, Veterans, and their immediate families. Quickly, this process proved to be manual and time-consuming and was not generating enough referrals to meet the program requirement.

A few months into the Rapid Rehousing Program, Alpha Project joined SD United - a coordinated network of Veteran serving organizations in San Diego, led by 2-1-1 San Diego and powered by the Unite Us technology.

Using the Unite Us platform as part of the network transformed the San Diego based program, streamlining the referral process, creating a steady pipeline of new referrals and enabling Alpha Project to measure and track outcomes in real time.
TIMELINESS, EFFICIENCY, AND TRANSPARENCY

After joining the Network, Alpha Project simply logged onto the Unite Us platform to receive a single referral notification. With the referral Alpha Project was able to view the Veteran profile, assessments, program eligibility, VI-SPDAT, previous services requested/received, and the current need - all before even meeting with the Veteran. Todd Vance Program Manager of the Rapid Rehousing Program at Alpha Project noted that “Document collection from Veterans is a week-long process. But receiving a referral with all of that information included saves us that week and helps us house that Veteran on the spot. It makes my job easier and gets the Veteran connected to care faster.”

In addition to increasing efficiency with referrals, the platform has enabled Alpha Project to be transparent and keep case managers, clients, and referring agencies updated on the progress of individual cases to ensure accountability for their shared client. Vance added that “having a siloed mindset of ‘this is my client and my information’ just slows the Veteran’s care down. We are in the business of helping Veterans.”

GOING BEYOND THE REFERRAL

With the influx of valid referrals from the network, Alpha Project hit their goal of 50 Veterans housed by June. Of those 50, 31 were referrals through the Unite Us platform. As of September, a total of 57 Veterans and 17 family members were provided housing through Alpha Project’s Rapid Rehousing Program. Saving time on the referral process after joining SD United meant the team was able to not only house Veterans, but go beyond the original referral need and provide true wraparound support.

Vance highlighted a key success of the program: “Saving time on the referral process gave us the opportunity to spend time with the Veterans and help them with their resume, motivational interviewing, to make sure they are moving forward in the process and getting them back on their feet.”

One of the great things about Alpha Project’s Rapid Rehousing Program is that they recognize that housing is one piece of the puzzle. Simply putting Veterans in a house or an apartment is not going to solve homelessness; it is all about the wraparound services. When you bring together a community of engaged and passionate providers to coordinate services, everyone wins.

ABOUT UNITE US

Unite Us is a Veteran-led technology company that builds accountable, coordinated care networks of health and human service providers addressing all social determinants of health. The Unite Us platform displaces legacy resource directories and single direction referrals by digitally inter-connecting health and community providers to efficiently address patients’ co-occurring needs. This transformative approach tracks every patient through their total health journey and reports tangible outcomes across the full range of services in a centralized, cohesive and collaborative ecosystem. Unite Us’ mission is to ensure that no need goes unserved and that every person is accountably connected to the right quality services.