

EVH - S1EP33 - Veteran Homelessness Lowest on Record in 2024

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There's not too many people that want to see Veteran homeless on the streets. But with those community partners and working together as One Team, we're able to accomplish a lot.

Shawn Liu: Welcome to Ending Veteran Homelessness, your first hand look into our nation's efforts to ensure that every Veteran has a safe and stable place to call home. From the Department of Veterans Affairs, Homeless Programs Office, I'm your host, Shawn Liu.

If you're a Veteran who's homeless or at risk of homelessness, reach out. Call the National Call Center for Homeless Veterans at 877-424-3838. Trained counselors are standing by to help. 24 hours a day, 7 days a week. That number again is 877-424-3838.

[00:01:00] Happy New Year, everybody! Welcome to 2025. Ah, New Year, new us.

Since our last episode aired, there's actually been some major breaking news. On December 27, 2024, our partners at the U. S. Department of Housing and Urban Development published its 2024 Annual Homeless Assessment Report, Part 1: Point in Time Estimates. This is the annual snapshot of the number of individuals, including Veterans, living in shelters, temporary housing, and unsheltered settings. The report found that more than 770,000 people were experiencing homelessness on a single night in January 2024. And this represents an 18% increase in overall homelessness from 2023.

However, the report also found that homelessness among Veterans dropped to the lowest number on record, with a nearly 8% decrease from 35,574 Veterans [00:02:00] in 2023 to 32,882 Veterans in 2024.

At 117 pages, this report is long. But it has a lot of really important, meaningful information on the state of homelessness in America last year.

So, to help us understand the Veteran side of the 2024 PIT Count results, we've brought him back, Ken Mueller, Operations Liaison with our Business Intelligence Section here in the Homeless Programs Office. Let's get right into it.

Ken, welcome back to the show.

Ken Mueller: Thanks, Shawn. Glad to be here.

Shawn Liu: Yeah, glad to have you. So you are our data guru. Uh, you've done some amazing stuff over the last several years with taking our service data for the Veterans that we work with and using that to provide meaningful insights so that we can improve our programs, target our assistance, and make sure that we are delivering for homeless Veterans.

So I'm really pumped to have you back again because you're also basically, in our office, the PIT Count expert too. So I'm excited to have you back again to help understand [00:03:00] the full PIT Count results and any of the other insights that may be found in the Annual Homeless Assessment Report or AHAR.

Now, we actually had you on a couple times over the life of this podcast. We'll put a link into the description for the very, very first episode that you were on, so folks can get to know you a little bit more. And I know you've gotten a new job since then. You're our Operations Liaison now in Business Intelligence.

Can you just really quickly tell us a little bit about this new role that you have in our Homeless Programs Office?

Ken Mueller: Yeah, I'm still doing a lot with the data and the reporting and things of that nature, but this Operation Liaison is really kind of a bridge between, what we're doing here in the National Homeless Program Office and all the great social workers and field staff helping to make sure that they have what they need, interpreting things, also getting feedback from them to see what else we can do to further support them.

Shawn Liu: Yeah, it's really important stuff because, and I know our listeners would agree there is definitely some very valid criticism about government eggheads like myself, consigning themselves in a room, thinking really hard

about a [00:04:00] thing, and then inflicting a lot of policy onto the world, especially the dedicated staff across the country are doing this hard work. And if it's not informed by their day to day work, working to assist Veterans, it could just cause a whole lot of disaster. So having you to serve as that bridge, that translator, that guide, so that the stuff that we're doing nationally effectively trickles down locally. But not only that, the insights that happen locally get fed back up to us so that we can make sure that we're supporting folks as best we can is really important.

Super pumped for you to be in that role. And again, super glad to have you back on the show.

This was some major news, and I know the news kinda came out in two buckets. We actually, with ourselves here at VA, the U.S. Department of Housing and Urban Development, or HUD, and the U.S. Interagency Council on Homelessness, way back in November, which actually it's only a couple months ago, but it still feels so far away, back in November 11th, we actually announced preliminary results from the Point in Time Count for the [00:05:00] Veteran side, where we saw that Veteran homelessness was the lowest on record. And now recently HUD this last couple weeks, have published the full PIT Count results. So we now have the total picture.

Help us understand what's going on.

But first, kinda anchor ourselves. This is the 2024 PIT Count. So this is actually stuff that took place almost a full year ago in January 2024, so it actually doesn't reflect any work that happened throughout 2024, doesn't reflect the work that's going on today.

If anything, it's actually reflective of the work that happened in 2023 leading up to January 2024. I know that's probably a little bit weird time wise for folks, but I just want to help folks anchor what this report is speaking on. It's speaking on homelessness that happened all throughout 2023 up until January 2024.

So with that said, anchoring us in time, Ken, what were the results? How did this break down for Veterans?

Ken Mueller: Thanks, Shawn.

Back in [00:06:00] January of 2024, you mentioned the number already: 32,882 homeless Veterans. Yes, that's a record. And if you remember, Shawn, when we talked about this last year, we actually saw an uptick in the PIT Count. So not

only have a decrease from last year, but we have a decrease going back to 2022 to help us carry on our overall downward trend of reducing Veteran homelessness.

Shawn Liu: And Ken I know that as we start getting more and more into the data, the things that we say are going to get a little bit more abstract and probably a little bit harder to follow. So we're going to put a link to the full report in the description. So if folks want to follow along they can. Section five of the report is the Veteran section, and you can see the visuals of what Ken and I will be chatting about today.

I think what we'll also do is we'll put just another kind of like graphical image of the Veteran data as well in the description. So you can see a little bit more clearly without all the extra stuff in the report, that trend line, that downward trend, Ken, that you just mentioned, you can see it visually.

And you're right that in 2023, there was actually [00:07:00] an uptick in Veteran homelessness and we were all panicking then. We were like, "Oh my gosh, what's going on?" And then we've, in many ways, if I've heard you correctly, we've not only offset the uptick, but we're actually now at the lowest point in the history of recorded PIT Counts for Veterans, right?

What are the other insights that we're seeing? What are the other notable things that I think are important for Veterans and the public to know about how Veteran homelessness changed from 2023 to 2024.

Ken Mueller: We're continuing to see this decrease in Veteran homelessness. And we see this broken down to what we call sheltered homelessness and unsheltered homelessness. And this year we did see a decrease in both of those categories with sheltered homelessness in 2024 at little over 19,000. And unsheltered Veteran homelessness about 13,800.

Shawn Liu: Yeah, so that's something that's been really a big focus for us, especially unsheltered homelessness. I remember when we actually saw the uptick in 2023, that a big chunk of that uptick was in unsheltered homelessness. And just for folks awareness, when Ken and I say unsheltered [00:08:00] homelessness, we're talking about people living literally in the woods, literally on the streets, in encampments, under bridges, basically exposed to the elements. Unsheltered homelessness is one of the most dangerous experiences a civilian can face. And so it's been a major focus for us in the last several years.

And what I heard from you just now, Ken, is that we've made some major strides in helping to reduce unsheltered homelessness among Veterans that a lot of the focus that we've been putting on for the last couple of years, that it's working.

And I guess maybe on the whole, a lot of our initiatives that we've been putting out, I know listeners on this podcast have been following along about the various annual goals that we've been working towards that in many ways, those are working too.

Ken Mueller: Yes, all the different goals, all the different partnerships and things that we do. The evidence is there. We're continuing to reduce homelessness among Veterans across the board. Both those that are literally on the street, as you mentioned, and those that we do have in some temporary shelter. We're continuing to see both those categories go down.

Shawn Liu: We're going to make sure we put this graphic in the description so [00:09:00] folks can check it out. It's going to be the Reduction in Veteran Homelessness from 2010 to 2024. I'm just going to talk it out for you.

But you can see it in the description of your podcast feed right now. We kind of anchor a lot of our progress from 2010. I want to acknowledge that HUD started recording Veteran specific data in the PIT count in 2009. But 2010, the year after, is largely when we put our anchor point for comparisons. We say since 2010, so and so has happened.

And a big reason for that is 2010 was the start of the first Federal Strategic Plan to Prevent and End homelessness. It was called Opening Doors. We'll put a link to the current plan in the description as well. But that's like our anchor point where we started doing very focused concerted efforts to reduce Veteran homelessness nationwide.

And with this new PIT count, Ken, what I can see here is that Veteran homelessness has decreased by 55.6% 2010, well more than half. You broke it down by sheltered and unsheltered homelessness. If we [00:10:00] look at that trend line, that downward trend that you just mentioned since 2010, we see that sheltered homelessness among Veterans has decreased by 56.2%, so even more than half. And unsheltered homelessness decreased by 54.8%, so we still got some more work to do.

But by and large, the trend lines are going the way that we want to, and we're seeing record lows. We're not at a record low yet of unsheltered homelessness,

but our focus is, our resolve is steadfast, we're gonna keep working on that to make sure that unsheltered come inside, get shelter, and get on a path to permanent housing and access to all of the other healthcare, treatments, all the benefits that they've earned and deserved.

Ken, I want to shift gears just a little bit. Are there other notable trends from 2023 to 2024 that you've seen? I know in my part of VA, we've been talking a lot about different demographics breaking out our data by race and ethnicity to make sure that different sub populations of [00:11:00] Veterans - women, Black Veterans, LGBTQ plus Veterans, Native Veterans, Hawaiian Pacific Islander Veterans, that they too are seeing the same housing outcomes that we want for all Veterans. Are you seeing any notable trends in our demographics from 2023 to 2024?

Ken Mueller: We're certainly keeping an eye on that. You mentioned women Veterans, which is around 10 percent of our homeless Veterans. In some of the other categories, we're continuing to track. Overall, we see the continuation of the reductions of homeless Veterans, but we certainly are watching those different demographics and making sure that we are providing the services that we need to different groups within the overall Veteran population.

Shawn Liu: Yeah, absolutely. We want to make sure that we are providing services for all Veterans, not just for some. If folks want to check out I noticed that there are going to be some folks listening in. If you want to check out page 99 of the report, this is in Appendix B, it's Exhibit B5-3, Changes in the Demographic Characteristics of Veterans [00:12:00] Experiencing Homelessness, from 2023 to 2024.

It breaks it out by gender, ethnicity, and race. So you can see what's going on for certain subpopulations. On the whole, when you go there, what you'll see is that every subpopulation is down. Some are down a little bit more than others, but everybody is down. And that's good, right? We want to see reductions across the board.

And as Ken, as you mentioned, when we look at data like this, it helps us understand where we need to redouble our efforts to make sure that those Veterans are seeing reductions that we want for all Veterans. So I encourage you to check that out.

A couple of things I want to point out from e Homelessness among women Veterans has decreased by around 16.4%. Which is fantastic. Homelessness among Black Veterans is down 8.5%. Let's see, what else we got here?

Homelessness among Native Hawaiian and Pacific Islanders is down 20%. Homelessness among American Indian and Alaska Native is down 18%. Homelessness among [00:13:00] Hispanic Veterans is down 14%. So, really, really good across the board.

Now, some subpopulations, as I just mentioned, have stronger decreases than others. And this is something that we're going to be monitoring not only, from my side, but Ken, I know you in Business Intelligence you're going to be monitoring as well. Because this helps us inform how we deliver services.

Ken, I want to shift gears again and think about how Veterans compare to other subpopulations of people experiencing homelessness. We mentioned at the top, overall homelessness in America increased dramatically: 18% from 2023 to 2024. Overall homelessness is actually now at a record high of 771,480 people. This is the highest ever recorded in the history of the PIT count.

In a little bit, I want to get your thoughts about why we have such a stark contrast with overall homelessness at its highest point in the history of doing the PIT count, and Veteran [00:14:00] homelessness being at its lowest point in the history of the PIT count.

That's a very stark contrast. But, from your take, when you're reading through the PIT Count, what are the ways in which homeless Veterans are comparing to other subpopulations of people experiencing homelessness in America?

Ken Mueller: Great question. So, one of the the things that really sticks out is people within families. We got an increase of 39.4%. It's a huge increase within that sub population.

Sheltered homeless general population up by 25%. And that's another big increase here. You mentioned the overall 18% increase, but those are the big jumps that we're seeing in a couple different categories. Also the unaccompanied youth is up 10%. That's another important area we need to be paying attention to with the overall general population.

And as you mentioned, yeah, each one of the categories, when you look at them, they're all up. There's not a single category that has declined other than Veterans.

Shawn Liu: Yeah, that is like, it, like, straight up, it's heartbreaking, right? The overall homelessness in America, it's heartbreaking, it's staggering the increases.

Digging deeper, [00:15:00] the report highlights a couple different factors that are contributing to this historic high number. A big one that impacts Veteran homelessness is the affordable housing crisis where rent is just very high still. And that impacts not only non Veterans, but Veterans too, especially Veterans who may be trying to access housing using our vouchers.

Fun fact ish, all of the successes that VA has is dependent on the housing market because we're essentially moving Veterans into market rate housing in your communities. Oftentimes with rental subsidies like vouchers and stuff, but it's still the apartments that Ken, you and I would probably rent from. So the lack of affordable housing in communities is a big issue. It's likely a worse issue for non Veterans because of the fewer resources that are available for them.

The report also mentions inflation, wage stagnation in middle and lower income households. They mention the persistent effects of systemic racism. A major one, which is the ending of COVID-19 protections [00:16:00] and assistance. And so in many ways we're talking about eviction moratoria that have expired, so evictions have been resuming. Emergency financial assistance to pay past due rent and utility bills, that's in many ways dried up from the COVID pandemic.

The report also mentions the migrant crisis, especially as a big driver for the family homelessness, Ken, that you just mentioned. and I want to kind of acknowledge and just kind of state for folks, when it comes to the migrant crisis, we have not seen Veteran services or Veteran homelessness being disproportionately or negatively impacted by the migrant crisis.

At VA, we have a ton of resources, our community partners have a ton of resources. And although some of those other factors may have influenced Veteran homelessness, the migrant crisis largely hasn't.

Ken, you mentioned something that was really stark, which is basically all other subpopulation of people experiencing homelessness, except for Veterans, saw increases in their homelessness, with families, with kids seeing the largest increases, which is staggering.

And [00:17:00] so I want to shift gears again and talk about what is going well with Veterans? What's the deal? What's the secret sauce? Largely because, again, the contrast is very stark. The highest homelessness on record overall, but the lowest homeless on record for Veterans. What's going on with Veterans?

Ken Mueller: Great question. There's several things that I believe that are contributing to this.

We've been doing this work for a long time, and we know that even with all the resources that we have at VA, that VA can't do it alone. Yes, VA has a lot of resources, but we also partner with our community.

And one thing that I think is really important is, and we've been talking about this over the last year or so, and it's something I think we've been doing, but we've put a name to it, is this One Team Approach. The fact that the VA and the community are coming together. And if you think about it, there's not too many people that want to see a Veteran homeless on the streets.

So it's a little easier to get people rallying together for Veterans and to get them off the street. And so then you have both the resources of the VA and the community pulling together. And I think that's a [00:18:00] big thing that helps with our ability to do this.

We don't necessarily have the authority to do everything that we need to do to get Veterans off the street, but with those community partners and working together as One Team, we're able to accomplish a lot.

Shawn Liu: Yeah, I'm really glad you brought up the One Team Approach that we've been implementing over the last couple of years. And we're going to put a link in the description to our One Team Approach Implementation toolkit. If folks want to check that out, we'll also put a link to a podcast episode where Jill Albanese, our Director of Clinical Operations, came on to talk about the one team approach. We'll put links to both of those in the description so you can check it out.

As I've been tracking the news and the coverage of the PIT Count release, a lot of the discussion so far about the fact that Veteran homelessness is seeing declines whereas everything else is going up, a lot of folks have been talking about the fact that Veteran homelessness has been appropriately resourced and those resources have been appropriately scaled. I can tell you going into fiscal year 2025, our budget for homeless programs and services, just VAs. Not any of those other [00:19:00] partnerships that you mentioned, Ken, just VA's budget is \$3.2 billion. We'll put a link to the description to an article we wrote about where that money is going.

But a lot of folks, Ken, have been focusing a lot on the fact that, Veterans is a bipartisan issue. Maybe one of the few bipartisan issues that still remains. It's

functionally easier for people to rally around solving Veteran homelessness in a way that I think has been challenging for other sub populations. And Veteran homelessness has been appropriately resourced and scaled.

But it's not just that. And I feel like a lot of the coverage has missed out on that One Team Approach that you just mentioned, which is, yeah, throwing money at a problem is important and is necessary, but it won't do it alone. You actually do need focused action, you need coordination, you need audacious goals and a way to hold yourselves accountable. Can you touch on those parts that might be missing from the coverage about the real work to implement a \$3.2 billion budget to deliver these type of outcomes?

Ken Mueller: The funding is great, but we have to have the coordination and the [00:20:00] policies in place and making sure that we're following evidence based practices and things of that nature.

And, one of the things is just the availability of the housing resources, that's one part of it. But also getting wraparound services with them simultaneously and not just waiting for them to accomplish certain things before we put them in housing, but let's get them into housing and let's get those wraparound services together simultaneously to where the Veteran is in a place where they're not worried about their shelter and you can work on some of the other things that come along with homelessness.

And another big thing is just the Veteran choice, where does the Veteran want to be? Listening to the Veteran, not necessarily always worried about our agenda and the numbers and things of that nature. The Veteran is part of this, a very important part of this, and their choice needs to be heard and worked into what we're doing with our different strategies.

And I mentioned, once they're housed, then we continue to work with many of them to support some of their other needs. So it's again, not just the numbers, but how are we helping change the lives of those Veterans.

Shawn Liu: Yeah really, really great points overall. And you brought up some important [00:21:00] points about a lot of criticisms especially about some of the different approaches to address homelessness. One of them in particular is an approach called Housing First which I know has gotten a lot of criticism over the years, but is in many ways been a really important tool in our toolkit.

But you really got to the point where at VA, we're not just moving Veterans to housing and then peacing out. Like, "Alright, great job, here's your keys," and

then bouncing. That we're helping Veterans connect to the full range of health care, benefits, and treatments that they earned, deserve, and also in many instances need, for that lasting housing and stability.

And the other part too that I want to just rep for the non Vets and for the community partners out there who are working with non Veterans. Because, from their perspective, the resources just aren't as much as have been allocated to Veterans. And to be clear, we are all amazingly grateful to our stakeholders at Congress and our partners for continuing to invest billions upon billions of dollars over the years toward Veteran homelessness.

We hope that, I [00:22:00] hope it's coming through, that those investments are working. That you're seeing the return on the investments, that they're paying off.

But that also that I think Ken the work that kind of we're all collectively doing can serve as this really important blueprint or roadmap to address homelessness overall in America.

And in many instances, the non Veteran sphere might be relying heavily on the partnership side because the commiserate resources aren't as there as much as the Veteran side. And I just want to acknowledge that's like a challenge that the non Veterans is facing right now, which is just the resource allocation.

And that said, as we've pointed out, the money is necessary, but it's not sufficient. You need that focused action. You need that coordination. You need to honor and listen to Veterans when they tell us what they want, and then get them connected to those resources for their housing stability.

Ken, one of the things when I've been doing my reflections, and we mentioned this at the top, that the outcomes for the 2024 PIT Count reflect the stuff that was going on in 2023. [00:23:00] And we actually had a major initiative in 2023, our 2023 Homelessness Goals. Can you remind us about what those goals were?

Ken Mueller: Yeah, so in 2023 we actually had what was considered an ambitious goal at the time, was to house 38,000 unique Veterans and get them into housing. And we actually surpassed that by quite a bit. We actually ended that calendar year at 46,552 unique Veterans.

Shawn Liu: Yeah, that's a really big bit, and I want to go through the other two goals as well. But I just want to pause here that one of the things that's really

important if you're going to reduce the number of people experiencing homelessness is you essentially have to house a lot of people, right? You have to permanently house a lot of folks.

And there is this concept that is important for the way this works where we talk about inflow and outflow. And if you'll forgive me for a second, I'm gonna use kind of an analogy. It's not really the most humanistic analogy, but it's like a [00:24:00] checkbook. If, when you think about your bank balance in your checkbook, you have a starting balance, you have credits, money coming in, you have debits, money coming out, and then you have your ending balance, right? And so whether your bank account goes up or down depends on whether you have more money coming in as opposed to more money going out.

Veteran homelessness is a little bit similar where from each PIT Count, if you think of one PIT Count as your starting balance, and again, I apologize, this is not the most humanistic or humane kind of analogy, but if you think about maybe like the 2023 PIT Count as the starting balance. The number of Veterans coming in, so who are entering into homelessness, we call that inflow. That is contrasted by the number of Veterans exiting to permanent housing, who are becoming housed. That's our outflow. So you have starting balance, adding inflow, subtracting outflow, ending balance. Right? Kind of makes sense?

And so your goal, if you want to reduce homelessness is to essentially house more [00:25:00] Veterans than fall into homelessness and then prevent people from becoming homeless, right? So that you're always moving more people out than become homeless.

And, yeah, you're right 38,000 homeless Veterans was a pretty ambitious goal we thought at the time. But we ended up housing around 47,000 homeless Veterans. And I would argue that amount of Veterans that we housed successfully outpaced the number of Veterans who became homeless. I don't know if you would agree with that, but it's probably more complex than that, but that's a very simplified take.

Ken Mueller: And it makes sense, since we continue to see those decreases in homeless Veterans in the PIT count, certainly does. We need to outpace it in order to get the overall numbers to go down.

Shawn Liu: Ken, what was our next goal?

Ken Mueller: Our next goal was of those Veterans that we had unique placements into permanent housing, so we ended up with 46,552.

We wanted no more than 5% of those to return to homelessness. We know that when we house Veterans, some of them aren't going to take the first time and we will house them again. But our goal [00:26:00] was to get the best housing places that we can. Let's not have any more than 5%. And we actually ended that year with 4.1% return to homelessness.

Shawn Liu: Yeah and this is really important because if Veterans cycle in and out of the system, that's more inflow that offsets the outflow, right? So you're just kind of like, what's the word? You're pacing? No, it's a word, you're standing in place, or you're treading water? I don't know, but yeah.

You're just treading water, right?

Making sure that as we move Veterans out to permanent housing, that they stay housed is actually very critical. Again, I would argue that in keeping Veterans from cycling in and out of homelessness again, that, too, contributed to the lowered PIT count.

And then, Ken, we had one more goal that was focused on unsheltered homelessness, right?

Ken Mueller: Unsheltered because we know that those are our most vulnerable Veterans out there. And so we wanted to make sure that we were engaging with those that are unsheltered. We wanted at least 28, 000 unique Veteran engagements with those that were unsheltered. And we actually far surpassed that goal at [00:27:00] 40,203 unique engagements with unsheltered Veterans.

Shawn Liu: When we say like, unique engagements, it's basically us going out and talking to them, assessing their needs, and then enrolling them into all the programs and services. And this is really important, because if we are proactively going out and finding unsheltered Veterans, there's more likely a chance that they're going to get into our system, get shelter, and then ultimately get permanent housing as well.

And I would argue that this was a really big driver in the 10.7% reduction in unsheltered homelessness that we saw in the PIT Count. That we were counteracting the uptick that we saw last year. Not entirely, but for a decent amount.

And I just want to pause here, Ken, because, you know, and again, like having a lot of money is critical, but these goals, like I swear to you, like these goals in which we connected more unsheltered Veterans to VA assistance programs, we

helped more Veterans exit to permanent housing, and we did everything in our power to actually keep them housed, I'm really convinced that those had a direct action in this historic low that we've seen [00:28:00] in the PIT count. I know because you look closer at the data, you take a more nuanced approach, but how off base am I on this?

Or does this hold water?

Ken Mueller: No, I think you're right. And, it's the data, yes, but even, it's the conversations that I've had with some of the staff in the field and our partners. Because throughout the year, we're not just doing reports, but we're talking to them and we're seeing what else can we can do to help meet these goals. And, we can hear the excitement of people coming together and working together to try to meet these goals.

And yes, we can do this. And in exploring different ways that they can coordinate and even coming up with new ways they haven't thought about before. So you know, when you have meaningful goals that are achievable, but you push, you stretch it a little bit, say, "Hey, can we do a little bit more?" It's amazing what can happen when you get everybody together with our partners and our VA staff to be able to achieve the things that we've done.

Shawn Liu: Yeah, well said, well said. Ken, this has been fantastic.

Really appreciate you coming on to unpack the PIT Count. Before we let you go, I want to just get a sense of where can folks learn more and, what are your kind of closing thoughts or insights as we wrap up today's episode?

Ken Mueller: Yeah, [00:29:00] so I think a couple resources and you may be having them within the podcast is, one, that link to the AHAR and the HUD data that you mentioned. I know we also have some additional information on our VA websites on Veteran homelessness, another good place to go.

Also, your local VA, if you're looking to get involved or you want to see what you can do. There's also your local Continuums of Care in your community that you can get connected with and seeing how you can be involved. Lots of different ways that you can do that.

But I do just want to reiterate, again, what you said, the money and the resources and the housing is all great. But, that coordination, us coming together, us working towards a common goal that's really what's been the

driving force along with the resources and funding that's been able to help us get to where we are and where we still want to go.

Shawn Liu: Ken Mueller is the Operations Liaison with our Business Intelligence Section here in the Homeless Programs Office.

Ken, thank you so much for the gift of your time.

If you want to know more about the services that VA provides to Veterans experiencing homelessness and housing instability, visit us online at [00:30:00] www.va.gov/homeless.

And if you're a Veteran who's homeless or at risk of homelessness, reach out. Call the National Call Center for Homeless Veterans at 877-424-3838. Trained counselors are standing by to help. 24 hours a day, 7 days a week. That number again is 877-424-3838.

That's all for this month. We hope that you found this time to be valuable and that you feel empowered in our collective work to ensure that every Veteran has a safe and stable place to call home.

Take care.