



Lacey Veterans Services Hub Veterans Housing Options Group Policy



1. Purpose

This policy outlines the rules and expectations for participation in the weekly Veterans Housing Options Group (VHOG). It applies to all individuals in attendance, regardless of their role or organizational affiliation.

The VHOG is a housing assistance program designed to connect Veterans, Active-Duty Service Members, and their families who are experiencing homelessness or are at risk of becoming homeless with local housing resources and support services in Thurston County. VHOG sessions are held every Thursday beginning at 10 a.m. in the community room at the Lacey Veterans Services Hub (LVSH).

Participation is subject to the discretion and approval of the City of Lacey. Providers or agencies that fail to comply with this policy may be subject to removal from future participation.

2. Scope

This policy applies to all service providers, partners, volunteers, clients and staff participating in the VHOG at the LVSH. It governs the coordination, communication, and delivery of housing-related services to Veterans, Active-Duty Service Members and their families. The policy ensures consistency in practices, promotes accountability among participating agencies, and supports the shared goal of connecting Veterans, Active-Duty Service Members and their families with stable and appropriate housing solutions.

3. Participating Agencies

The following agencies regularly participate in VHOG:

- a) Thurston County Veterans Assistance Program
- b) Veterans Affairs-Multiple Agencies
- c) Supportive Services for Veteran Families (SSVF)
- d) WorkSource
- e) Family Support Center
- f) Vocational Rehabilitation Specialists, Inc
- g) Thurston County Food Bank
- h) MedAdvise
- i) Joint Animal Services
- j) Olympic Health and Recovery Services-Forensic Projects for Assistance in Transition from Homelessness
- k) Safeplace
- l) Heavy Equipment Colleges of America-Career Skills Program Skills Bridge

Other providers must request and receive written approval from the LVSH Coordinator prior to attending.

Effective Date: 3 April 2026



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4. Session Schedule and Room Access

- a) The VHOG is held every Thursday beginning at 10:00 a.m.
- b) The community room will open no earlier than 10 minutes prior to the scheduled session.
- c) The room will remain available until the final client has been assisted or until an alternative space is provided.
- d) The LVSH Coordinator or designated representative is responsible for unlocking and securing the community room before and after each session.

5. Provider Participation Guidelines

- a) Participation is limited to agencies that provide housing, legal assistance, financial support, food insecurity, and employment services to Veterans, Active-Duty Service Members, and their families.
- b) Agencies not regularly participating must obtain written approval from the LVSH Coordinator before attending.
- c) Providers are encouraged to remain until at least 11:00 a.m. to accommodate clients who may arrive late.

6. Client Attendance

- a) Clients are encouraged to arrive by 10:00 a.m. Late arrivals may be accommodated on a case-by-case basis at the discretion of participating agencies.
- b) Every effort will be made to have clients prepared and seated before the session begins.
- c) New clients are required to check in at the front desk and complete the customer intake process.
- d) Returning clients are required to check in at the front desk and complete the daily sign-in.

7. Room Use and Conduct

- a) No personal or professional items may be left in the community room without prior approval from the LVSH Coordinator.
- b) Phones must be set to silent to maintain a respectful, distraction-free environment.
- c) All trash and personal belongings must be removed upon departure.
- d) Respectful and professional behavior is expected of all attendees.
- e) Clients, providers, and staff are required to adhere to the City of Lacey Code of Conduct at all times while at the LVSH.

8. Confidentiality and HIPAA Compliance

- a) Every conversation during the VHOG sessions must comply with Health Insurance Portability and Accountability Act (HIPAA) regulations.



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- b) Discussions involving client health, personal, or identifying information must remain private and confidential and are not to be conducted in an open or public setting.
- c) Providers must coordinate with the LVSH Coordinator to reserve a private space for confidential discussions.

9. Violations and Enforcement

- a) Clients, providers, agencies, and staff who fail to adhere to this policy may be removed from the VHOG at the discretion of the LVSH Coordinator or a designated City of Lacey representative.
- b) Continued noncompliance may result in suspension or termination of participation.

10. Exceptions

Exceptions to this policy will be considered on a case-by-case basis and must be submitted to the LVSH Coordinator or their designated representative prior to the weekly VHOG session.

11. Policy Modification and Oversight

This policy is intended to provide structure and guidance for the effective operation of the LVSH VHOG. However, as needs and circumstances evolve, policies may be modified, updated, or amended to ensure continued alignment with the LVSH mission and operational effectiveness. The LVSH Coordinator holds the authority to make changes to this policy, with oversight and final review provided by the Assistant City Manager for the City of Lacey.

12. Contact Information

For questions or concerns about this policy, please contact:

Brian Waananen
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360-239-3463
brian.waananen@cityoflacey.org

A blue ink signature of Brian Waananen, consisting of the letters "BW" followed by a horizontal line.

Brian Waananen
LVSH Coordinator
360-239-3463
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A blue ink signature of Shannon Kelley-Fong, written in a cursive style.

Shannon Kelley-Fong
Assistant City Manager
360-412-2891
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Effective Date: 3 April 2026