

## Jill Albanese, LCSW

### Director of Clinical Operations VHA Homeless Programs Office



Jill Albanese has been the Director of Clinical Operations and Senior Advisor to the Executive Director for the VA Homeless Programs Office (HPO) since October 2022. She oversees three national homeless programs and the business intelligence team in this role. Ms. Albanese has spent her career advocating for affordable housing and improving social policies for homeless families. She believes that making housing affordable to everyone is both socially and fiscally responsible. As director of clinical operations for HPO, Ms. Albanese is responsible for operationalizing the HPO strategic plan and developing action steps to propel the department's mission of ending Veteran homelessness forward. Ms. Albanese is currently supporting the HPO Executive Director in several initiatives designed to improve services and increase access for the most

vulnerable Veterans experiencing homelessness.

Before this role, Ms. Albanese was the HPO Director of Business Operations. She managed the office's daily operations, including overseeing the correspondence team, developing communication, implementing strategic planning, and executing new projects for the office. She also launched a technical assistance initiative to help VA Medical Centers improve local systems to end Veteran homelessness. These technical assistance efforts were critical in meeting the VA Secretary's goal of making 38,000 permanent housing placements in the calendar year 2022.

She also previously served as the deputy director for the Supportive Services for Veteran Families Program (SSVF). As SSVF deputy director, Ms. Albanese developed compliance tools and procedures to monitor over 500 grants awarded to non-profit community organizations. In addition, she implemented three new programs designed to improve services to veterans experiencing homelessness, including a health care navigator program created to connect homeless Veterans to VA healthcare. She was also responsible for developing and revising policies, procedures, and processes for the program and providing training on new initiatives to ensure consistency in implementation. Under her leadership, staff turnover rates decreased to zero, and funding for the program increased from \$320 million to \$387 million.

Before joining the VA, Ms. Albanese was a community organizer for six years. As an organizer, Ms. Albanese partnered with Boise city leadership to launch an emergency shelter for homeless

families; she received the *United Vision for Idaho Grass Roots Leadership* award for her work on the project.

She is an active member of the National Association of Social Workers, the California branch, and the Calistoga Arts Commission. Ms. Albanese is also a licensed clinical social worker.

Ms. Albanese earned her bachelor's degree and master's degree in social work from Boise State University.