

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 four national homeless programs and the business intelligence team in this role. Ms. Albanese has spent her career promoting access to housing for homeless individuals and families. She believes that improving housing access for everyone is fiscally responsible and essential for prosperous communities. As director of clinical operations for HPO, Ms. Albanese is responsible for operationalizing HPO's strategic objectives 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 ongoing technical assistance efforts are critical in meeting the VA's objectives to end homelessness among Veterans.

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 new programs designed to improve services to veterans experiencing homelessness, including a health care navigator program created to connect homeless Veterans to VA health care. 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 worked as a social worker in the community for six years. As a social worker, Ms. Albanese partnered with Boise city leadership and faith-based partners 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.

Ms. Albanese earned her bachelor's degree and master's degree in social work from Boise State University and is a licensed clinical social worker.