

# GPD CASE MANAGEMENT AND SSVF COORDINATION

## FREQUENTLY ASKED QUESTIONS (FAQS)

VERSION MARCH 2020

Please review the *Grant and Per Diem Case Management (GPD CM) Grant Program Referral Packet for Supportive Services for Veteran Families (SSVF) Temporary Financial Assistance (TFA)* in detail prior to reviewing the FAQ.

### General Coordination

**1. I read that Veterans should not be simultaneously enrolled in GPD CM and SSVF.**

Similar to the *HUD-VASH and SSVF Referral Packet for Temporary Financial Assistance*, the referral packet is transactional process just for temporary financial assistance where the co-enrollment with SSVF and another program, GPD transitional housing or HCHV CRS, would be a few days to a week at most.

**2. What if a Veteran also needs other services? Can they be co-enrolled in GPD CM and SSVF?**

Please note that in general, Veterans should not be co-enrolled in both SSVF rapid rehousing for ongoing case management and the GPD case management grant as this would be a duplication of services as both programs are providing housing case management.

The limited exceptions would be if a specific service is needed by the Veteran or their family and is not available through the GPD Case Management grant such as legal services, or the Veteran is enrolled in *SSVF Shallow Subsidy*.

***GPD CM to SSVF for Services Not Provided Under GPD CM***

The packet should not be used to make this referral. Rather, the Veteran should be referred to SSVF for a full intake.

***SSVF Shallow Subsidy to GPD CM for Case Management Support***

If a Veteran is enrolled in *SSVF Shallow Subsidy* (only taking place in the 22 counties listed below) and is doing a once a month check-in only along with the subsidy from SSVF, a Veteran may be eligible for GPD CM services. The SSVF grantee may refer the Veteran to the GPD CM grantee for a full intake. The SSVF grantee should identify that the Veteran is enrolled in Shallow Subsidy. A list of the *SSVF Shallow Subsidy* locations below. Please note that not every Veteran being served by SSVF in these locations is enrolled in *Shallow Subsidy*. Therefore, it is important for GPD CM grantees serving in these locations to work with their SSVF partners to learn about *SSVF Shallow Subsidy* and also how and when it might be appropriate to work together.

*SSVF Shallow Subsidy Locations:* **CA:** Los Angeles, San Francisco, Alameda, San Diego, Santa Clara, Contra Costa, Kern, Imperial, San Bernardino, Riverside, Orange, Marin, San Mateo, **DC, WA:** King, **HI:** Honolulu, **IL:** Cook, **NY:** New York, Bronx, Queens, Kings, and Richmond. Please note that the Veteran must be enrolled in shallow subsidy, not traditional SSVF rapid rehousing or prevention.

**3. How do I find out which SSVF grantees are in my area? How do I find out which GPD CM grantees are in my area?**

The current *SSVF Providers* list can be found at: <https://www.va.gov/homeless/ssvf/index.asp>.

The current *GPD Grantee* list can be found at: [https://www.va.gov/HOMELESS/docs/GPD/GPD\\_Grant\\_List.pdf](https://www.va.gov/HOMELESS/docs/GPD/GPD_Grant_List.pdf) (Under the “Grant Type” column, they are listed as “Case Management”).

## Referral Packet for TFA Only

### 4. Why might the packet be used? Who completes it?

The packet must be used by GPD grantees providing transitional housing with the support of the GPD liaison or by HCHV CRS providers with support from HCHV VA staff when seeking one-time TFA for literally homeless Veteran households who would remain homeless "but for" SSVF assistance. The packet, while similar to the *HUD-VASH and SSVF Referral Packet for Temporary Financial Assistance (TFA)*, does have some slight nuances. GPD Per Diem Only and HCHV CRS grantees should be strategic with identifying only Veterans who are most in need of this service which might include Veterans with zero income, Veterans who are quickly being placed into housing without time to save, and Veterans with limited resources or supports.

### 5. What TFA can be requested with the packet?

Eligible TFA includes Security Deposits, Utility Deposits, and in limited circumstances, broker's fees; additional types of TFA are not available. The packet does not apply to Homelessness Prevention Assistance.

### 6. When should the referral for deposit be made to the SSVF provider?

For housing deposit assistance, the referral should be made when housing has been identified and the landlord has agreed to rent but prior to the Veteran signing the lease and moving into the housing unit.

### 7. Do Veteran households being referred using the packet need to go to the SSVF office for an intake?

No, if the packet is used to make the referral to SSVF for TFA only, the Veteran does not need to go to the SSVF program location for an intake. The packet includes all information needed for SSVF provider to make payment to the landlord or landlord agent or utility company.

### 8. Should every Veteran who is in GPD transitional housing or HCHV CRS who is being referred to the GPD Case Management program request TFA from SSVF? Does SSVF have a cap on the number of referrals?

While SSVF does not have a cap on the number of referrals that can be received, please note that SSVF will not be able to serve every Veteran entering permanent housing. Additionally, funding is based on the SSVF grantee's discretion and subject to availability. For this reason, it is important that GPD Transitional Housing grantees, HCHV CRS, and GPD Case Management grantees to engage in planning conversations where information can be shared.

### 9. What might a draft agenda of an initial coordination conversation amongst grantees look like?

- *Potential Participants:* SSVF grantee or grantees if sharing geography, GPD Case Management grantee or grantees if sharing geography, GPD transitional housing providers, HCHV CRS, GPD CM liaison, and any other staff that may be relevant
- Before the meeting, the GPD CM grantee or SSVF grantee schedule the meeting and send an invite along with the packet and FAQs to potential participants.
- GPD CM grantee or grantees provide an overview of the grant, where they are serving, their point of contact, indicate the number of Veterans who they are anticipating serving, and potential need (based on their current experience of Veterans who may need SSVF security deposit or utility deposit)
- GPD TH and HCHV CRS indicate potential need based on their perspective
- SSVF indicates what resources they might have available/carve out (may do this as a follow up as well)
- Review packet together and talk through process
- Discuss proposed workflow and questions
- Highlight HMIS, Veteran Status, Income, Habitability or HQS; What does SSVF need for their file
- Set a date when the team will meet again to revisit after the packet is being used (what is working, what needs to be tweaked)

**10. What needs to be included with the packet?**

The appropriate releases of information for communication, a VA Release of Information so that the GPD liaison or HCHV staff member may communicate as needed, proof of income (household income cannot exceed 50% percent of the local Area Medium Income (AMI), if the Veteran has zero income, please note and work with SSVF to do a declaration of income, the completed W-9 if needed, the completed Habitability Standards or Housing Quality Standards, proof of Veteran Status, the HMIS data elements or if an open HMIS system that both grantees use, then the client id number, and the HMIS Release of Information must be included with the packet. SSVF providers may request additional information within reason including invoices for utility deposits, brokers' fees or other proof of expenses. During the initial coordination meeting, this information should be reviewed.

**11. Will the Veteran be entered into HMIS? What about HOMES?**

Yes, the Veteran should be entered into HMIS by SSVF. Please note that the Veteran may already be entered in HMIS by the GPD transitional housing or HCHV CRS grantee. If it is an open HMIS system, and the SSVF grantee is using the same system, they may be able to search for the Veteran and then enroll them in SSVF rapid rehousing for TFA only (very quick; open and close). If the Veteran is not in HMIS, the SSVF grantee would enter the Veteran into HMIS. Please note that GPD CM grantees are not using HOMES. Most GPD CM grantees are using HMIS. However, if the Veteran is enrolled in GPD transitional housing or HCHV CRS, they will have been entered into HOMES by HCHV or the GPD liaison. In these cases, HOMES information may be requested, only if absolutely needed (such as a critical data element missing from HMIS), with the appropriate VA Release of Information.

**12. Does the W-9 need to be sent with the referral packet?**

Yes, the W-9 is needed in order for the SSVF grantee to make payment to a landlord or landlord agent. Please note that there is a link to the W-9 form included in the packet. Please note that SSVF grantees may only provide payment to third-parties. No checks will be sent to Veterans to make their own payments.

**13. How should SSVF providers prepare payments if a lease is not available?**

SSVF providers can prepare payments to the landlord or landlord agent using information from the "Intent to Rent" and W-9 forms. SSVF providers should coordinate providing payment to the landlord at lease signing if possible. The SSVF provider will need a copy of the lease for their files as soon as possible; and may seek assistance from the GPD transitional housing providers and HCHV CRS providers to obtain the lease.

**14. Does the packet need to include proof that the unit has passed the Housing Habitability Standards or Housing Quality Standards (HQS) inspection?**

Yes, at the bare minimum, the Housing Habitability Standards must be included. Please note that GPD transitional housing and HCHV CRS providers may not typically conduct Habitability Standards so they may need some initial support from SSVF in understanding how to do the Habitability Standards during the packet roll out.

**15. Why doesn't the packet include homeless prevention?**

Veterans requiring homelessness prevention assistance through SSVF must be referred directly to the SSVF provider for screening and intake; these households cannot be referred using the packet.

**16. Can we use the packet for Veterans who are in GPD or HCHV CRS but who will not be participating in the GPD Case Management grant?**

The packet cannot be used to make referrals on behalf of Veterans who are enrolled in GPD transitional housing programs or HCHV CRS who will not be connected to the GPD Case Management grant. Please note that we will continue to review needs and may consider additional options in the future.

**17. Where can I find the packet?**

The packet is located on the SSVF website at

[http://www.va.gov/homeless/ssvf/index.asp?page=/official\\_guide/forms](http://www.va.gov/homeless/ssvf/index.asp?page=/official_guide/forms) and on the GPD Provider website [https://www.va.gov/HOMELESS/GPD\\_ProviderWebsite.asp](https://www.va.gov/HOMELESS/GPD_ProviderWebsite.asp).

**18. What should I do if I have additional questions or need support?**

SSVF grantees may contact their SSVF Regional Coordinator and include their grant number and GPD CM and SSVF Coordination in the subject. GPD grantees may contact their GPD Liaison and include their FAIN and GPD CM and SSVF Coordination in the subject.