



Department of Veterans Affairs Supportive Services for Veteran Families (SSVF) Program

Program Guide

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I. Introduction

A. Purpose of the Program Guide

The purpose of this Program Guide is to provide an overview of the Supportive Services for Veteran Families (SSVF) Program. This Program Guide has force for oversight, auditing and program review purposes, and is to be used by applicants to the SSVF Program, grantees, Department of Veterans Affairs (VA) staff members, and other interested third parties involved in the SSVF Program. The Program Guide provides the following information:

- SSVF Program Overview
- Supportive services grant application process
- Supportive services grant renewal process
- Technical assistance
- Supportive services
- Program operations
- Fiscal administration
- Evaluation and monitoring
- Reporting requirements
- SSVF Program resources

The guidelines provided in this Program Guide are intended to be consistent with SSVF Program regulations (38 CFR Part 62), and other applicable laws, Executive Orders, OMB Circulars, and VA regulations. In the event of a conflict between this Program Guide and VA regulations, applicable laws, OMB Circulars, or Executive Orders, such regulations, laws, OMB Circulars, or Executive Orders shall control. Guidelines should not be construed to supersede, rescind, or otherwise amend such laws, Executive Orders, OMB Circulars, and regulations. Grantees are responsible for ensuring compliance with the requirements of the SSVF Program regulations, the supportive services grant agreement, and other applicable laws and regulations.

This Program Guide is subject to revision.

B. VA Homeless Programs

VA is the largest provider of treatment and assistance to homeless Veterans in the nation. VA is committed to rapidly expanding programs to help Veterans who are homeless now and to prevent Veterans from becoming homeless in the future. Homelessness, a significant national problem, has many causes.

At the end of FY 2009, it was estimated that there are approximately 76,000 homeless Veterans on any given night throughout the nation. Approximately twice that many Veterans have experienced an episode of homelessness over the course of a year. Homeless individuals are often unemployed, unable to work, or have such low incomes that they cannot afford housing. Some homeless individuals have disabling mental health, substance abuse, or physical conditions that lead to, or compound, their poverty and homeless situation. Homeless families are a growing part of the homeless population.

VA has developed several programs that offer a continuum of services to eligible homeless Veterans, such as the Health Care for Homeless Veterans (HCHV) Program, the Grant and Per Diem (GPD) Program, the Residential Rehabilitation and Treatment Programs (RRTP), the Homeless Dental Program, and the Housing and Urban Development – VA Supported Housing (HUD-VASH) Program. The SSVF Program is a new program in 2011 that is within VA's continuum of homeless services. Information about homeless Veterans and the specialized homeless services available through VA can be found on the following website: www.va.gov/homeless.

C. SSVF Program Description and Background

Section 604 of the Veterans' Mental Health and Other Care Improvements Act of 2008, Public Law 110-387, authorized VA to develop the SSVF Program. Supportive services grants will be awarded to selected private non-profit organizations and consumer cooperatives who will assist very low-income Veteran families residing in or transitioning to permanent housing. Grantees will provide a range of supportive services to eligible Veteran families that are designed to promote housing stability.

The statutory authority for the SSVF Program is found at 38 U.S.C. 2044. The implementing regulations are found at 38 CFR Part 62.

D. Definitions

Please refer to 38 CFR 62.2 and 38 CFR 62.10 for definitions of terms used in the SSVF Program. A summary of key definitions used within this Program Guide is provided below.

Applicant: An eligible entity that submits an application for a supportive services grant announced in a Notice of Fund Availability.

Area or community: A political subdivision or contiguous political subdivisions (such as a precinct, ward, borough, city, county, State, Congressional district or tribal reservation) with an identifiable population of very low-income Veteran families.

Consumer cooperative: See section 202 of the Housing Act of 1959 (12 U.S.C. 1701q).

Eligible child care provider: A provider of child care services for compensation, including a provider of care for a school-age child during non-school hours, that: (1) is licensed, regulated, registered, or otherwise legally operating, under state and local law, and (2) satisfies the state and local requirements, applicable to the child care services the provider provides.

Eligible entity: (1) private non-profit organization, or (2) consumer cooperative.

Emergency supplies: Items necessary for a participant's life or safety that are provided to the participant by a grantee on a temporary basis in order to address the participant's emergency situation.

Grantee: An eligible entity that is awarded a supportive services grant.

Homeless: Homeless has the meaning given in section 103 of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11302), which currently states that the terms “homeless,” “homeless individual” and “homeless person” means:

(1) An individual or family who lacks a fixed, regular, and adequate nighttime residence;

(2) An individual or family with a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground;

(3) An individual or family living in a supervised publicly or privately operated shelter designated to provide temporary living arrangements (including hotels and motels paid for by Federal, State, or local government programs for low-income individuals or by charitable organizations, congregate shelters, and transitional housing);

(4) An individual who resided in a shelter or place not meant for human habitation and who is exiting an institution where he or she temporarily resided;

(5) An individual or family who—

(A) Will imminently lose their housing, including housing they own, rent, or live in without paying rent, are sharing with others, and rooms in hotels or motels not paid for by Federal, State or local government programs for low-income individuals or by charitable organizations as evidenced by

(i) A court order resulting from an eviction action that notifies the individual or family that they must leave within 14 days;

(ii) The individual or family having a primary nighttime residence that is a room in a hotel or motel and where they lack the resources necessary to reside there for more than 14 days;

(iii) Credible evidence indicating that the owner or renter of the housing will not allow the individual or family to stay for more than 14 days, and any oral statement from an individual or family seeking homeless assistance that is found to be credible shall be considered credible evidence for the purposes of this clause;

(B) Has no subsequent residence has been identified; and

(C) Lacks the resources or support networks needed to obtain other permanent housing; and

(6) Unaccompanied youth and homeless families with children and youth defined as homeless under other Federal statutes who-

(A) Have experienced a long term period without living independently in permanent housing;

(i) Have experienced persistent instability as measured by frequent moves over such period; and

(ii) Can be expected to continue in such status for an extended period of time because of chronic disabilities, chronic physical health or mental health conditions, substance addiction, histories of domestic violence or childhood abuse, the presence of a child or youth with a disability, or multiple barriers to employment and

(7) Any individual or family who is fleeing, or is attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions in the individual’s or family’s current housing situation, including where the health and safety of children are jeopardized, and who have no other residence and lack the resources or support networks to obtain other permanent housing.

Household: All persons who together present for services and identify themselves as being part of the same household.

Notice of Fund Availability (NOFA): A NOFA published in the Federal Register in accordance with 38 CFR 62.40, which announces the availability of funds for supportive services grants.

Occupying permanent housing: A very low-income Veteran family will be considered to be occupying permanent housing if the very low-income Veteran family:

- (1) Is residing in permanent housing;
- (2) Is homeless and scheduled to become a resident of permanent housing within 90 days pending the location or development of housing suitable for permanent housing; or
- (3) Has exited permanent housing within the previous 90 days to seek other housing that is responsive to the very low-income Veteran family's needs and preferences.

Note: For limitations on and continuations of the provision of supportive services to participants classified under categories (2) and (3) above, see 38 CFR 62.35.

Participant: A very low-income Veteran family occupying permanent housing who is receiving supportive services from a grantee.

Permanent housing: Community-based housing without a designated length of stay. Examples of permanent housing include, but are not limited to, a house or apartment with a month-to-month or annual lease term or home ownership.

Private non-profit organization: Any of the following:

- (1) An incorporated private institution or foundation that:
 - (i) Has no part of the net earnings that inure to the benefit of any member, founder, contributor, or individual;
 - (ii) Has a governing board that is responsible for the operation of the supportive services provided under the SSVF Program; and
 - (iii) Is approved by VA as to financial responsibility.
- (2) A for-profit limited partnership, the sole general partner of which is an organization meeting the requirements of paragraphs (1)(i), (ii) and (iii) of this definition.
- (3) A corporation wholly owned and controlled by an organization meeting the requirements of paragraphs (1)(i), (ii), and (iii) of this definition.
- (4) A tribally designated housing entity (as defined in section 4 of the Native American Housing Assistance and Self-Determination Act of 1996 (25 U.S.C. 4103)).

State: Any of the several States of the United States, the District of Columbia, the Commonwealth of Puerto Rico, any territory or possession of the United States, or any agency or instrumentality of a State exclusive of local governments. The term does not include any public and Indian housing agency under the United States Housing Act of 1937.

Subcontractor: Any third party contractor, of any tier, working directly for an eligible entity.

Supportive services: Any of the following provided to address the needs of a participant:

- (1) Outreach services as specified under 38 CFR 62.30.

- (2) Case management services as specified under 38 CFR 62.31.
- (3) Assisting participants in obtaining VA benefits as specified under 38 CFR 62.32.
- (4) Assisting participants in obtaining and coordinating other public benefits as specified under 38 CFR 62.33.
- (5) Other services as specified under 38 CFR 62.34.

Supportive services grant: A grant awarded under the SSVF Program.

Supportive services grant agreement: The agreement executed between VA and a grantee as specified under 38 CFR 62.50.

Suspension: An action by VA that temporarily withdraws VA funding under a supportive services grant, pending corrective action by the grantee or pending a decision to terminate the supportive services grant by VA. Suspension of a supportive services grant is a separate action from suspension under VA regulations implementing Executive Orders 12549 and 12689, "Debarment and Suspension."

VA: Department of Veterans Affairs.

Very low-income Veteran family: A Veteran family whose annual income, as determined in accordance with 24 CFR 5.609, does not exceed 50 percent of the median income for an area or community (current income limits can be found at <http://www.huduser.org/portal/datasets/il.html>).

Veteran: A person who served in the active military, naval, or air service, and who was discharged or released therefrom under conditions other than dishonorable.

Veteran family: A Veteran who is a single person or a family in which the head of household, or the spouse of the head of household, is a Veteran.

Withholding: Payment of a supportive services grant will not be paid until such time as VA determines that the grantee provides sufficiently adequate documentation and/or actions to correct a deficiency for the supportive services grant. Costs for supportive services provided by grantees under the supportive services grant from the date of the withholding letter would be reimbursed only if the grantee is able to submit the documentation or actions that the deficiency has been corrected to the satisfaction of VA.

II. Program Overview

A. Goal of the Supportive Services for Veteran Families Program

The goal of the SSVF Program is to promote housing stability among very low-income Veteran families who reside in or are transitioning to permanent housing.

B. Eligible Participants

To become a participant under the SSVF Program, the following conditions must be met:

1. **A member of a “Veteran family”:** Either (a) a Veteran¹; or (b) a member of a family in which the head of household, or the spouse of the head of household, is a Veteran. (Note: The head of household should be identified by the Veteran family.)
2. **“Very low-income”:** Household income does not exceed 50% of area median income. Unless VA announces otherwise in the NOFA, the median income for an area or community will be determined using the income limits most recently published by the Department of Housing and Urban Development for programs under section 8 of the United States Housing Act of 1937 (42 U.S.C. 1437f), which can be found at <http://www.huduser.org/portal/datasets/il.html>.
3. **“Occupying Permanent Housing”:** A very low-income Veteran family is considered to be occupying permanent housing if they fall into one of three categories:
 - (1) Is residing in permanent housing;
 - (2) Is homeless and scheduled to become a resident of permanent housing within 90 days pending the location or development of housing suitable for permanent housing; or
 - (3) Has exited permanent housing within the previous 90 days to seek other housing that is responsive to the very low-income Veteran family’s needs and preferences.

Note: There are time restrictions and limitations on uses of grant funds with respect to the categories of participants grantees may serve. The following table describes the three categories of “occupying permanent housing” as well as the time restrictions related to each.

Category of Occupying Permanent Housing	Time Restriction
Category 1: If a very low-income Veteran family is residing in permanent housing.	A grantee may continue to provide supportive services to a participant within Category 1 so long as the participant continues to meet the definition of Category 1.
Category 2: If a very low-income Veteran family is homeless and scheduled to become a resident of permanent housing within 90 days pending the location or development of housing suitable for permanent housing.	A grantee may continue to provide supportive services to a participant within Category 2 so long as the participant continues to meet the definition of Category 2, even if the participant does not become a resident of permanent housing within the originally scheduled 90-day period.
Category 3: If a very low-income Veteran family has exited permanent housing within the previous 90 days to seek other housing that is responsive to the very low-income Veteran family’s needs and preferences.	A grantee may continue to provide supportive services to a participant within Category 3 until the earlier of the following dates: <ol style="list-style-type: none"> 1. The participant commences receipt of other housing services adequate to meet the participant’s needs OR <ol style="list-style-type: none"> 2. 90 days from the date the participant exits permanent housing.

¹ See Section I.D. of this Program Guide for the definition of Veteran.

Grantees are required to certify the eligibility and classification of each participant at least once every three months, per 38 CFR 62.36(a), as described in Section VII.

C. Supportive Services Provided

Through the SSVF Program, VA aims to improve the housing stability of very low-income Veteran families. Grantees will provide outreach and case management services, and will assist participants to obtain VA benefits and other public benefits, which may include:

- Vocational and rehabilitation counseling;
- Employment and training service;
- Educational assistance;
- Health care services;
- Daily living services;
- Personal financial planning services;
- Transportation services;
- Income support services;
- Fiduciary and representative payee services;
- Legal services;
- Child care services;
- Housing counseling services; and
- Other supportive services, including time-limited payments to third parties (e.g., landlords, utility companies, moving companies, and eligible child care providers) provided these payments help Veteran families remain in permanent housing or obtain permanent housing and meet the other requirements in 38 CFR 62.33 or 38 CFR 62.34.

See Program Guide Section VI for more information concerning the supportive services that can be provided under the SSVF Program.

III. SSVF Program Application Process

A. Introduction

The purpose of this section is to provide an overview of the application process for the SSVF Program. The information collected during the application process is designed to enable VA to select the most qualified applicants that are eligible to receive a supportive services grant. Grants will be awarded, through the competitive selection process described in 38 CFR 62.23, to qualified applicants who propose comprehensive supportive services programs that enhance Veteran families' housing stability and prevent homelessness among Veteran families. Applications that meet the threshold criteria set out in 38 CFR 62.21 will be evaluated against the scoring criteria set out in 38 CFR 62.22.

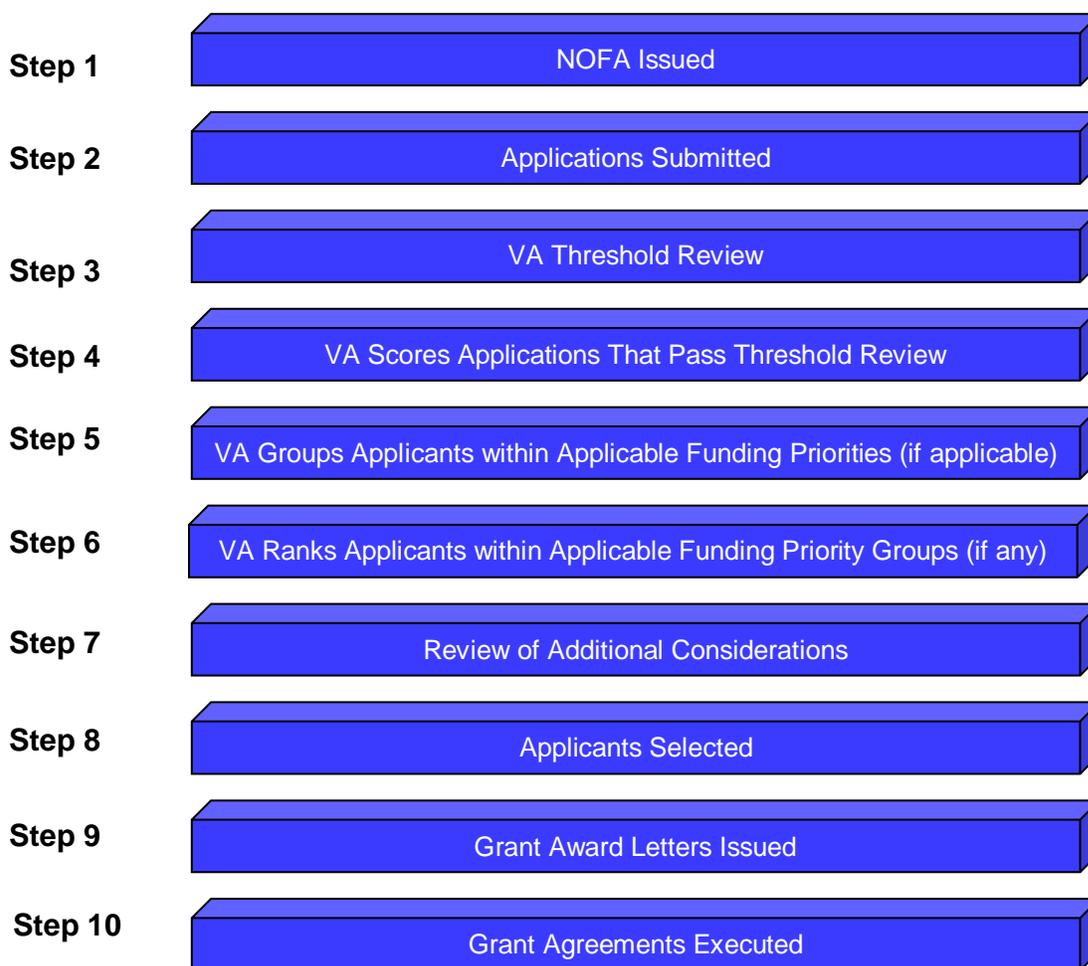
Applications must be received by the specified date in the NOFA and comply with all stated requirements of the NOFA and the Application for Supportive Services Grant, VA Form 10-0508. Information regarding technical assistance with the grant application process can be found on the SSVF Program website at <http://www.va.gov/homeless/SSVF.asp> and in Section V of this Program Guide.

1. Eligible Applicants

Private non-profit organizations and consumer cooperatives, as defined in 38 CFR 62.2, are the only entities eligible to receive supportive services grants. To demonstrate eligibility, applicants who are private nonprofit organizations must attach a copy of their IRS ruling certifying their tax-exempt status under the IRS code of 1986, a Partnership Agreement, Articles of Incorporation or By-Laws, and/or Indian Housing Plan Tribal Certification which document the organization's nonprofit status. Applicants who are consumer cooperatives are required to provide a copy of their State certification of their consumer cooperative status.

2. Overview of the Application Process

The steps involved in the application process of the SSVF Program, from issuance of the NOFA to award of the supportive services grant, are displayed in the following diagram.



A grantee who is interested in the renewal of a supportive services grant must submit a supportive services grant renewal package to VA. See Program Guide Section IV for more information concerning the supportive services grant renewal application process.

a. Step 1: NOFA Issued

When funds are available, VA will publish a NOFA that will contain key information about available supportive services grants. The NOFA will identify:

- The location for obtaining supportive services grant applications;
- The date, time, and place for submitting completed supportive services grant applications;
- The estimated amount and type of supportive services grant funding available;
- Any priorities for or exclusions from funding to meet the statutory mandates of 38 U.S.C. 2044 and VA goals for the SSVF Program;
- The length of term for the supportive services grant award;
- The minimum number of total points and points per category that an applicant must receive in order for a supportive services grant to be funded;
- Any maximum uses of supportive services grant funds for specific supportive services;
- The timeframes and manner for payments under the supportive services grant; and
- Other information necessary for the supportive services grant application process as determined by VA.

b. Step 2: Applications Submitted

Per 38 CFR 62.20(a), to apply for a supportive services grant, an applicant must submit to VA a complete supportive services grant application package identified in the NOFA. The application package includes information such as:

- A description of the supportive services to be provided by the applicant and the identified need for such supportive services among very low-income Veteran families;
- A description of the characteristics of very low-income Veteran families occupying permanent housing who will be provided supportive services by the applicant;
- An estimate with supporting documentation of the number of very low-income Veteran families occupying permanent housing who will be provided supportive services by the applicant and a description of the area or community where such very low-income Veteran families are located;
- Documentation evidencing the experience of the applicant and any identified subcontractors in providing supportive services to very low-income Veteran families and very low-income families;
- Documentation relating to the applicant's ability to coordinate with any identified subcontractors;
- Documentation of the managerial capacity of the applicant to:
 - Coordinate the provision of supportive services with the provision of permanent housing by the applicant or by other organizations;
 - Assess continuously the needs of participants for supportive services;
 - Coordinate the provision of supportive services with services provided by VA;
 - Customize supportive services to the needs of participants;
 - Continuously seek new sources of assistance to ensure the long-term provision of supportive services to very low-income Veteran families occupying permanent housing;
 - Comply with and implement the requirements of 38 CFR Part 62 throughout the term of the supportive services grant; and
- Any additional information as deemed appropriate by VA.

c. Step 3: VA Threshold Review

VA will begin the evaluation process by conducting a threshold review to determine which supportive services grant applications meet the minimum submission requirements. As described in 38 CFR 62.21, VA will only score an applicant who:

- Files their application within the established time period stated in the NOFA and provides any additional information or documentation requested by VA within the time frame established by VA;
- Completes all parts of the SSVF Program application;
- Is an eligible entity;
- Proposes to use supportive services grant funds for activities that are eligible for funding under the SSVF Program;
- Proposes to provide supportive services to participants who are eligible to receive supportive services under the SSVF Program;
- Agrees to comply with the requirements of 38 CFR Part 62;
- Does not have an outstanding obligation to the Federal government that is in arrears and does not have an overdue or unsatisfactory response to an audit; and
- Is not in default by failing to meet the minimal requirements for any previous Federal assistance.

d. Step 4: VA Scores Applications that Pass Threshold Review

Applications that meet VA's threshold requirements will be reviewed and scored. As stated in 38 CFR 62.22, VA may award:

- Up to 35 points based on the background, qualifications, experience, and past performance of the applicant, and any identified subcontractors identified by the applicant in the supportive services grant application;
- Up to 25 points based on the applicant's program concept and supportive services plan;
- Up to 15 points based on the applicant's quality assurance and evaluation plan;
- Up to 15 points based on the applicant's financial capability and plan; and
- Up to 10 points based on the applicant's area or community linkages and relations.

e. Step 5: VA Groups Applicants within Applicable Funding Priorities (if applicable)

In accordance with 38 CFR 62.22(b)(6), VA will group applicants within applicable funding priorities if funding priorities are set forth in the NOFA. Funding priorities may be included in the NOFA to assist VA in allocating funding based on VA objectives for the funding year.

f. Step 6: VA Ranks Applicants (and Ranks within Applicable Funding Priorities, if any)

As stated in 38 CFR 62.23(c), VA will then rank the applicants who receive the minimum amount of total points and points per category set forth in the NOFA. The applicants will be ranked in order of highest to lowest based on their scores (and within their funding priority, if any).

g. Step 7: Review of Additional Considerations

VA will use applicants' rankings as the primary basis for determining how funding will be awarded. However, per 38 CFR 62.23(d), VA will also use the following considerations to select applicants for funding:

- VA will give preference to applicants that provide or coordinate the provision of supportive services for very low-income Veteran families transitioning from homelessness to permanent housing; and
- To the extent practicable, VA will ensure that supportive services grants are equitably distributed across geographic regions, including rural communities and tribal lands.

h. Step 8: Applicants Selected

Subject to the above-noted considerations described in Step 7 and 38 CFR 62.23(d), VA will award supportive services grants to the highest-ranked applicants for which funding is available, within the highest funding priority group, if any. If funding priorities have been established, to the extent funding is available, VA will select applicants in the next highest funding priority group based on their rank within that group.

i. Step 9: Award Letters Issued

Applicants selected to receive supportive services grants will receive award letters from VA specifying that the applicant has been selected to receive a supportive services grant and providing a draft of the grant agreement to the applicant.

j. Step 10: Grant Agreements Executed

After an applicant has been selected to receive a supportive services grant, VA will provide the applicant with a draft supportive services grant agreement to be executed between VA and the selected applicant. Upon execution of the supportive services grant agreement, VA will obligate supportive services grant funds to cover the amount of the approved supportive services grant, subject to the availability of funding. According to 38 CFR 62.50(a), the supportive services grant agreement will provide that the grantee agrees, and will ensure that each subcontractor agrees, to:

- Operate the program in accordance with the provisions of 38 CFR Part 62 and the applicant's supportive services grant application;
- Comply with such other terms and conditions, including recordkeeping and reports for program monitoring and evaluation purposes, as VA may establish for purposes of carrying out the SSVF Program, in an effective and efficient manner; and
- Provide such additional information as deemed appropriate by VA.

As stated in 38 CFR 62.50(c), no funds provided under the supportive services grant agreement may be used to replace Federal, State, tribal or local funds previously used, or designed for use, to assist very low-income Veteran families.

IV. Supportive Services Grant Renewal Process

If funding is available, VA will announce renewal opportunities in a NOFA. If funding is available for renewals, a grantee may submit an application for grant renewal in accordance with any requirements set forth in the NOFA. To apply for renewal of a supportive services

grant, the grantee's program must remain substantially the same (otherwise, the grantee could submit a new application instead of a renewal application). VA will use the criteria and selection process described in 38 CFR 62.24 and 38 CFR 62.25 to evaluate and award supportive services grant renewals. Additional information concerning the renewal process will be provided in the NOFA.

V. Technical Assistance

A. Introduction

Per 38 CFR 62.73, technical assistance will be available as necessary to eligible entities to assist them in meeting the requirements of 38 CFR Part 62. The technical assistance provided is designed to help eligible entities apply for supportive services grants under the SSVF Program and administer, develop and operate supportive services programs.

B. Pre-Award Technical Assistance

Pre-award technical assistance will be provided to eligible entities in the form of grant-writing seminars, SSVF Program webcasts, and PowerPoint presentations and other information posted on the SSVF Program website. The goals of these efforts are to raise public awareness of the SSVF Program, provide interested parties with information about the SSVF Program, and assist eligible entities in developing and submitting thorough applications that meet the requirements, goals, and objectives of the SSVF Program. Information on how to obtain technical assistance can be found on the SSVF Program's website: <http://www.va.gov/homeless/SSVF.asp>.

C. Post-Award Technical Assistance

Post-award technical assistance will be available in the form of activities related to the planning, development, and provision of supportive services to very low-income Veteran families occupying permanent housing. Specifically, this technical assistance will help grantees start their programs quickly and effectively and comply with the requirements of the SSVF Program. Trainings, both in-person and via teleconference, throughout the year will be offered – some of which will be mandatory for grantees. The post-award technical assistance is designed to assist grantees to successfully implement and operate their supportive service programs. Information on how to obtain technical assistance can be found on the SSVF Program's website: <http://www.va.gov/homeless/SSVF.asp>.

VI. Supportive Services

A. Introduction

Grantees must use supportive services grant funds to provide supportive services to very low-income Veteran families that fall within one of the three categories of occupying permanent housing. Grantees will assist participants by providing a range of supportive services designed to promote housing stability. Grantees are required to provide the following supportive services:

- Outreach Services
- Case Management Services

- Assistance in Obtaining VA Benefits
- Assistance in Obtaining and Coordinating Other Public Benefits Available in the Grantee's Area or Community

In addition, grantees may choose to provide certain listed public benefits, the payment of temporary financial assistance directly to a third party for certain eligible expenses (e.g., rent, utilities, deposits, moving costs, child care), and other supportive services approved by VA.

B. Outreach

1. Description of Services

Performing outreach is a critical component of grantees' programs. Outreach services must be customized to the target populations being served by the grantee – i.e. a plan to target very low-income Veteran families transitioning to permanent housing will be different from a plan to target very low-income Veteran families residing in permanent housing. Outreach plans also depend upon the area or community in which supportive services will be provided (e.g., urban vs. rural) and the available resources in those areas or communities. There are two parts to the provision of outreach services: identifying very low-income Veteran families and screening them to determine eligibility for supportive services by a grantee.

2. Identifying Veteran Families

Effective outreach should ensure that supportive services are provided to very low-income Veteran families who are most in need and who would otherwise be difficult to locate or serve. As part of providing outreach, grantees should:

- Develop relationships with local social services and public benefit agencies, shelters, and faith-based and community-based organizations serving low-income, at-risk, and homeless Veteran families;
- Develop relationships with local VA facilities, including Vet Centers and Veterans Benefit Administration (VBA) offices;
- Host local informational events; and
- Participate in Stand Down (or similar) events.

Maintaining contact with local organizations who serve Veterans will help grantees to identify additional participants. Such organizations are able to provide referrals, which will simplify the process of recruiting new participants to the grantee's program. The grantee should leverage the following sources to identify very low-income Veteran families in the area:

- Local VA facilities
- Grant & Per Diem Programs
- CHALENG network
- Emergency shelters
- Existing supportive housing programs
- Department of Defense (DoD) Resources (e.g., Transition Assistance Program)

- VA Medical Center Operation Enduring Freedom (OEF) / Operation Iraqi Freedom (OIF) Care Management Teams
- Community agencies serving low-income populations, including but not limited to:
 - Board of Education (assistance in identifying children who have been absent from school);
 - Churches and other places of worship;
 - Domestic violence agencies;
 - Groups assisting people in foreclosure;
 - Energy assistance agencies; and,
 - Housing courts;
 - Landlords;
 - Legal aid organizations;
 - PHA waiting lists;
 - Rental agencies;
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 - Welfare offices.

3. Eligibility Screening and Evaluation

Screening is the first step of the intake process. Grantees should develop screening tools to assist them in confirming a very low-income Veteran family's eligibility for supportive services and prioritizing those families in the greatest need. Grantees must also evaluate whether eligible participants will be best served by the SSVF Program, rather than other available services. The SSVF Program is one intervention available, along a continuum of care supported by VA. Using the guiding principle of providing "the right service, at the right time, using the right amount", grantees need to assess whether other interventions may better serve the Veteran being screened.

In screening potential participants who either (i) are homeless and scheduled to become residents of permanent housing within 90 days pending the location or development of housing suitable for permanent housing (Category 2), or (ii) have exited permanent housing within the previous 90 days to seek other housing that is responsive to their needs and preferences (Category 3), grantees' screening tools should assist in prioritizing those eligible Veteran families who are in the greatest need. For example, screening tools may assist grantees in identifying eligible Veteran families earning less than 30% area median income, chronically homeless and formerly chronically homeless Veteran families, and Veterans with one or more dependents.

Similarly, in screening very low-income Veteran families residing in permanent housing (Category 1), screening tools should assist in prioritizing those families who are most at risk of homelessness. When serving participants who are residing in permanent housing, it is helpful to remember that the defining question to ask is: "Would this individual or family be homeless **but for** this assistance?" To aid grantees in targeting SSVF Program funds towards this group, a number of potential "risk factors" are listed below that could indicate a higher risk of becoming homeless. This list represents examples of some commonly identified risk factors for homelessness from scholarly research and practical experience

drawn from existing homelessness prevention programs. One way a grantee could use these factors would be to require that a participant demonstrate some combination of the risk factors to qualify for any assistance. Grantees should note that this list is optional and is not exhaustive; grantees may consider other risk factors or other ways to target persons at risk of homelessness when developing local programs and requirements. The risk factors for homelessness for consideration by grantees in developing their programs are as follows:

- Eviction within two weeks from a private dwelling (including housing provided by family or friends);
- Discharge within two weeks from an institution in which the person has been a resident for more than 180 days (including prisons, mental health institutions, hospitals);
- Residency in housing that has been condemned by housing officials and is no longer meant for human habitation;
- Sudden and significant loss of income;
- Sudden and significant increase in utility costs;
- Mental health and substance abuse issues;
- Physical disabilities and other chronic health issues, including HIV/AIDS;
- Severe housing cost burden (greater than 50 percent of income for housing costs);
- Homeless in last 12 months;
- Young head of household (under 25 with children or pregnant);
- Current or past involvement with child welfare, including foster care;
- Pending foreclosure of housing;
- Extremely low income (less than 30 percent of area median income);
- High overcrowding (the number of persons in household exceeds health and/or safety standards for the housing unit size);
- Past institutional care (prison, treatment facility, hospital);
- Recent traumatic life event, such as death of a spouse or primary care provider, or recent health crisis that prevented the household from meeting its financial responsibilities;
- Credit problems that preclude obtaining of housing; or
- Significant amount of medical debt.

Grantees should establish a file for each incoming participant which contains information confirming the participant's eligibility for the SSVF Program and assigning the participant to a certain category of occupying permanent housing.

a. Participant Eligibility Verification and Documentation

Grantees are required to serve very low-income Veteran families occupying permanent housing as defined in 38 CFR 62.2 and 38 CFR 62.11(a). Staff should be familiar with SSVF Program eligibility requirements in order to determine a very low-income Veteran's family's eligibility. See Section VII for detailed eligibility determination and documentation guidance.

b. New Participant Health Screening (Physical and Mental)

By performing or coordinating the provision of health screenings of new participants, grantees assist VA in ensuring the health and well-being of very low-income Veteran families. Grantees are encouraged to perform and coordinate health screenings of new

participants at intake. For the Veteran, this may mean connecting the Veteran to the local VA facility to ensure he or she receives medical care. For the Veteran's family members, this may mean identifying local community health resources that can assist non-Veteran household members. Screenings should assess both the mental health, as well as general physical well-being of new participants.

c. Referral When Sufficient Resources Are Not Available

When there are not sufficient resources to accommodate additional participants at a given time, grantees should make efforts to refer eligible Veteran families to programs run by VA and other public or private entities that will ensure that they receive the assistance they require. For assistance from VA, please call the VA National Call Center at 877-424-3838.

d. Referral of Ineligible Veteran Families

If grantees encounter Veteran families that do not meet the eligibility requirements of the SSVF Program, they should make efforts to refer such Veteran families to a program that will provide them the assistance and services they require. For assistance from VA, please call the VA National Call Center at 877-424-3838.

C. Case Management Services

1. Description of Services

To effectively assist participants in achieving housing stability, grantees must provide ongoing case management services. Effective case management will ensure that participants receive the assistance needed to achieve housing stability. Case management services provided may include performing participant needs assessments, working with participants to create individualized housing stability plans that include participant-specific goals, monitoring participants from the time of intake until they exit the program and ensuring that participants obtain needed supportive services. Case management should be the focus of the grantee's program.

2. Intake

a. Needs Assessment

Once the participant's eligibility has been confirmed, the case manager will begin providing services by performing an assessment of the participant's needs. Participants entering the grantee's program will be experiencing varying degrees of housing instability, from those who require temporary support in getting through a difficult period to those who require long-term support in overcoming a combination of challenges. As such, case managers should gather as much information as possible about the participant's health, income, eligibility for public benefits, employment skills, background, family relationships and support, and living situation in order to identify and coordinate those services that will be most effective in improving the participant's housing stability. This information will also be required for HMIS inputs.

b. Participant Goal-Setting

To maximize the effectiveness of services provided to or coordinated on behalf of the participant, the case manager may develop an individualized housing stabilization plan in

coordination with the participant that will be based upon the strengths and weaknesses identified through the needs assessment. In some situations, the participant will have entered the program with a distinct idea of what their discrete needs are and what their goals will be. In other situations, the participant will begin receiving supportive services through the program without a clear idea of how the program can assist the household. The case manager should explain what services are available and involve the participant in establishing reasonable milestones for obtaining greater housing stability. Together, the case manager and participant will establish a set of actionable goals intended to address the participant's obstacles to housing stability. Goals should be actionable, timely and reasonable.

Once goals have been set, the case manager will monitor the participant's progress toward achieving the established goals by communicating with the participant and the participant's service providers, as necessary.

3. Role of Case Manager in Coordinating Provision of Supportive Services

The case manager will be the participant's point of contact within the grantee's program. In addition to assessing the needs of each participant, the case manager will be responsible for coordinating the provision of supportive services. The case manager will coordinate supportive services that are offered by the grantee and provide referrals for supportive services not offered by the grantee (or that are offered by the grantee, but would be more efficiently or effectively received elsewhere). In addition to experience, an effective case manager should be familiar with the area or community in which the program operates and must actively cultivate a working knowledge of relevant area resources such as available affordable housing, community services, emergency, mental and physical health care professionals, public benefits offices, employment training and placement programs, etc.

D. Assistance in Obtaining VA Benefits

1. Description of Benefits/Services

As part of participant intake, the grantee should determine whether the participant is already receiving services from VA. If the participant is already receiving services, the grantee's assessment should focus on what additional services the participant may be eligible for and refer the participant to the appropriate VA office for assistance. If the participant is not already receiving services from VA, the grantee should make the participant aware of the services for which he or she may be eligible and refer the participant to the nearest VA facility. Potential VA benefits may include, but are not limited to:

- Vocational and rehabilitation counseling;
- Employment and training service;
- Educational assistance; and
- Health care services.

Health care is especially important for the target population of the SSVF Program. Some participants will have mental and physical health needs that are not currently being addressed upon program entry. VA offers health care services at over 1,400 locations

nationwide, including hospitals, clinics, community living centers, domiciliaries, readjustment counseling centers, etc. A person who served in the active military, naval, or air service and who was discharged or released under conditions other than dishonorable may qualify for VA health care benefits.

2. Guidance on Administration of Benefits/Services

If a participant has not yet enrolled in the VA health care system, the grantee should provide assistance in the enrollment process. Additional information on VA healthcare and benefits can be found on the following VA websites: <http://www.va.gov/health/index.asp> and <http://www.vba.va.gov/VBA/>.

If necessary, assistance provided to participants should also include helping Veterans locate an accredited claims agent or attorney and other services short of actual representation before VA. Although grantees will assist participants in obtaining available benefits from VA, grantees will not be permitted to represent Veterans in benefit claims before VA unless the individual providing representation is an accredited claims agent or attorney.

3. Using Community Linkages to Enhance Effectiveness

Grantees should develop relationships with local VA facilities, State Veterans Affairs Offices and Veterans Service Organizations (VSOs). A list of State Veterans Affairs Offices can be found on the following VA website: <http://www.va.gov/statedva.htm>. VA also maintains a searchable database of VSOs that can be accessed online at: <http://www.va.gov/vso/index.cfm?template=search>.

Grantees who maintain lines of communication with VA facilities will be able to stay aware of new benefits and services for which participants may be eligible and receive and give referrals as appropriate.

E. Assistance in Obtaining and Coordinating Other Public Benefits

1. Description of Services

Grantees are required to assist participants to obtain, and coordinate the provision of, other public benefits that are being provided by Federal, State, local, or tribal agencies, or any eligible entity in the area or community served by the grantee by referring the participant to and coordinating with such entities. If a public benefit is not being provided by Federal, State, local, or tribal agencies, or any eligible entity in the area or community, the grantee is not required to obtain, coordinate, or provide such public benefit. Such benefits include, but are not limited to:

- Health care services;
- Daily living services;
- Personal financial planning services;
- Transportation services;

- Income support services (e.g., disability benefits, social security, Temporary Aid to Needy Families (TANF), unemployment assistance, Supplemental Nutrition Assistance Program (SNAP or formerly, food stamps), etc.);
- Fiduciary and representative payee services;
- Legal services;
- Child care services; and
- Housing counseling services.

With the exception of health care services and daily living services, grantees may elect to provide directly to participants the above-listed public benefits. When grantees directly provide such benefits, the grantees must comply with the same requirements as a third party provider of such benefits. Although grantees may be permitted to provide and capable of providing certain services directly, it may be more cost-efficient in some situations for grantees to provide a referral for participants to receive services already provided by another agency or eligible entity in the area or community served by the grantee. Grantees should attempt to maximize the number of participants served using supportive services grant funds. By leveraging available public resources to keep participants in housing, the grantee will ensure that participants are given the most support possible while efficiently utilizing supportive services grant funds. Detailed descriptions of the above-noted public benefits are provided in 38 CFR 62.33.

2. Using Community Linkages to Enhance Effectiveness

Grantees should actively develop linkages with community organizations to effectively connect participants to these other public benefits. In deciding whether to provide or refer a participant for a needed service, the grantee must consider the availability of local offerings, as well as the grantee's own level of expertise in providing the service/benefit. A grantee who has not investigated the community's service/benefit offerings will not be able to maximize the cost-effectiveness of service delivery.

F. Other Supportive Services / Temporary Financial Assistance

1. Other Supportive Services

A grantee may provide other services that are set forth in the NOFA. In addition, applicants may propose additional supportive services in their supportive services grant application. Grantees may also propose additional services by submitting a written request to modify the supportive services grant in accordance with 38 CFR 62.60.

2. Eligible Temporary Financial Assistance

Grantees may choose to provide temporary financial assistance to participants, but it is not a required service. Supportive services grant funds should only be used as direct financial assistance as a last resort after first exploring the available mainstream financial assistance options (e.g., HPRP). Grantees may choose to provide temporary financial assistance as a supplement to services provided to a participant as part of a plan to increase the participant's housing stability. Per 38 CFR 62.34, eligible forms of temporary financial assistance are:

- Rental assistance;
- Utility-fee payment assistance;
- Deposits (security or utility);
- Moving costs;
- Purchase of emergency supplies for a participant;
- Transportation; and
- Child care.

When deciding whether to provide temporary financial assistance, consider this:
“Would this Veteran family be homeless *but for* this assistance?”

Grantees should focus on the most critical threats to the participant’s housing stability in order to provide the appropriate level of assistance that will help the participant achieve housing stability. Grantees should keep in mind that their supportive services grant funds are limited and avoid dedicating a disproportionate amount of supportive services grant funds on temporary financial assistance to one participant as such concentration will limit the total number of participants that grantees will be able to serve. As stated in the previous section, ‘Assistance in Obtaining and Coordinating Other Public Benefits’, all participants should be referred to mainstream income supports. By leveraging public sources of emergency and ongoing financial assistance, grantees can minimize the amount of temporary financial assistance payments made with supportive services grant funds. See the NOFA for the maximum percentage of total supportive services grant funds that can be used for this purpose. Wherever possible, grantees should attempt to connect participants to community resources, such as HPRP, to obtain comparable assistance. Grantees should develop internal guidelines for the payment of temporary financial assistance and ensure that participants receiving temporary financial assistance as part of a housing stability plan are informed of such guidelines.

a. Rental Assistance

Rental assistance includes the payment of rent, penalties or fees to help a participant remain in or obtain permanent housing. *(Note: Where a rental fee is inclusive of utilities, the amount will be considered “rental assistance” and will be subject to the applicable conditions).* Rental assistance payments can be provided for amounts that are currently due or are in arrears, and for the payment of penalties or fees incurred by the participant and required to be paid under an existing lease or court order.

Grantees may find it beneficial to require participants to share in the cost of rent payment as a condition of receiving assistance. In this way, grantees conserve supportive services grant funds for future use and empower participants to share in the responsibility. Grantees should determine the level of assistance provided on a case-by-case basis. Grantees should determine the amount of assistance based on the minimum amount needed to prevent the program participant from becoming homeless or returning to homelessness in the near term.

Rental assistance may be provided to eligible participants using supportive services grant funds, with the following restrictions:

Restrictions on Rental Assistance (per 38 CFR 62.34(a))	
Payment	<ul style="list-style-type: none"> ▪ Must be paid by the grantee directly to the third-party provider to whom rent is owed
Rent Reasonableness (See Exhibit A for sample rent reasonableness worksheet)	<ul style="list-style-type: none"> ▪ Grantee must determine reasonableness of rent, penalties or fees prior to providing assistance by using a market study, reviewing comparable advertised units, or using a note from the property manager verifying the comparability of the amount owed ▪ To determine reasonableness, grantee should consider: (i) the location, quality, size, type, and age of the unit, and (ii) any amenities, housing services, maintenance or utilities included ▪ Must be comparable to rents charged during the same time period for similar units in the private unassisted market ▪ Must not be in excess of rents being charged by property owner during same time period for non-luxury unassisted units
Shared Housing	<ul style="list-style-type: none"> ▪ Rent charged for a participant must be in relation to the size of the private space in comparison to other private space in the unit (i.e., excluding common space) ▪ Participation in shared housing arrangement must be voluntary
Cost-Sharing with Other Programs	<ul style="list-style-type: none"> ▪ Rental assistance payments cannot be provided on behalf of participants for the same period of time and for the same cost types that are being provided through another Federal, State, or local housing subsidy program
Assistance Limit	<ul style="list-style-type: none"> ▪ Eligible for payments currently due or in arrears ▪ Maximum of 8 months in a 3-year period ▪ Maximum of 5 months in a 12-month period ▪ Must be in compliance with “rent reasonableness”²

As with all temporary financial assistance made under the SSVF Program, rental assistance may only be provided if the payment of such assistance will directly allow the participant to remain in or obtain permanent housing. As a condition of assistance, the grantee must help the participant develop a reasonable plan to address the participant’s future ability to pay rent. The grantee should assist the participant to implement such plan by providing necessary support directly or helping the participant to obtain necessary public or private benefits or services. If the grantee determines that the rent is not reasonable or that rental assistance will not allow the participant to remain in or obtain permanent housing because the participant cannot afford to remain in the selected unit once SSVF rental assistance ends, supportive services grant funds should not be used to provide rental assistance. In such cases, the grantee should assist the participant in locating affordable housing that meets the participant’s needs or, if affordable housing is not readily available, attempt to connect the participant with a program that offers long-term rental assistance (e.g., HUD-VASH, McKinney-Vento funded supportive housing programs, etc.). If necessary, the

² Rent reasonableness means the total rent charged for a unit must be reasonable in relation to the rents being charged during the same time period for comparable units in the private unassisted market and must not exceed rents charged by the property owner during the same time period.

grantee should attempt to connect the participant with short-term support if long-term support is not readily available.

Grantees are strongly encouraged to conduct initial and any appropriate follow-up inspections of the housing unit into which the participant will be moving. A sample habitability standards checklist for use during inspections can be found in **Exhibit B**. This habitability inspection does not require a certified inspector.

b. Utility-Fee Payment Assistance

Utility-fee payment assistance includes the payment of utility fees (i.e., heat, electricity, water, sewer and garbage collection) to help the participant remain in or obtain permanent housing. Utility-fee assistance payments can be provided for amounts that are currently due or are in arrears. Amounts owed for telephone, cable, and other utilities not listed above are not eligible. A grantee may choose to require participants to share in the cost of utility-fee payments as a condition for receiving assistance.

Utility-fee payment assistance may be provided to eligible participants using supportive services grant funds, with the following restrictions:

Restrictions on Utility-Fee Payment Assistance (per 38 CFR 62.34(b))	
Payment	<ul style="list-style-type: none"> ▪ Payment must be made by the grantee directly to a utility company ▪ Participant, legal representative or a member of the household must have an account in his/her name with a utility company or proof of responsibility to make payments
Cost-Sharing with Other Programs	<ul style="list-style-type: none"> ▪ Payments for utilities cannot be provided on behalf of participants for the same period of time and for the same cost types that are being provided through another Federal, State, or local program
Assistance Limit	<ul style="list-style-type: none"> ▪ Maximum of 4 months utility payments in a 3-year period ▪ Maximum of 2 months utility payments in a 12-month period

As with all temporary financial assistance payments made under the SSVF Program, utility-fee payment assistance necessitates the development of a reasonable plan to address the participant's future ability to make utility payments. The grantee should assist the participant to implement such plan by providing necessary assistance directly or by helping the participant to obtain any necessary public or private benefits or services. In the creation of the plan, grantees must consider that many regions have seasonal fluctuations in the cost of utilities. If the grantee cannot help the participant to develop a reasonable plan to address the participant's future ability to pay utility payments, supportive services grant funds should not be used to provide utility-fee payment assistance. Instead, the grantee should attempt to connect the participant with a program offering long-term assistance.

c. Deposits

Deposit payment assistance includes the payment of security or utility deposits to help the participant remain in or obtain permanent housing. Deposit payment assistance may be provided on behalf of eligible participants using supportive services grant funds, with the following restrictions:

Restrictions on Deposit Payment Assistance (per 38 CFR 62.34(c))	
Payment	<ul style="list-style-type: none"> ▪ Payment must be made by the grantee directly to the third party to whom the security or utility deposit is owed
Cost-Sharing with Other Programs	<ul style="list-style-type: none"> ▪ Payments for deposits cannot be provided on behalf of participants for the same period of time and for the same cost types that are being provided through another Federal, State, or local program
Assistance Limit	<ul style="list-style-type: none"> ▪ Maximum of one security deposit during a 3-year period ▪ Maximum of one utility deposit during a 3-year period

A grantee may choose to require participants to share in the cost of a deposit payment as a condition for receiving assistance. A deposit equivalent to no more than two months' rent is typically considered to be the maximum reasonable level. *Note: Deposit payment assistance does not count as utility-fee or rental payment assistance.*

Deposit payment assistance may only be provided if the payment of such assistance will directly allow the participant to remain in or obtain permanent housing. The grantee should assist the participant to implement a housing stability plan by providing necessary assistance directly or by helping the participant to obtain necessary public or private benefits or services. If the grantee cannot help the participant to develop a reasonable plan to address the participant's future housing stability, supportive services grant funds should not be used to provide deposit payment assistance.

d. Moving Costs

Moving costs payment assistance includes the payment of moving costs to help the participant obtain permanent housing. Moving costs may include reasonable moving costs, such as truck rental, hiring a moving company, or short-term storage fees for a maximum of 3 months or until the participant is in permanent housing, whichever is shorter. Moving costs payment assistance may be provided on behalf of eligible participants using supportive services grant funds, with the following restrictions:

Restrictions on Moving Costs Payment Assistance (per 38 CFR 62.34(d))	
Payment	<ul style="list-style-type: none"> ▪ Payment must be made by the grantee directly to a third party
Cost-Sharing with Other Programs	<ul style="list-style-type: none"> ▪ Payments for moving costs cannot be provided on behalf of participants for the same period of time and for the same cost types that are being provided through another Federal, State, or local program
Assistance Limit	<ul style="list-style-type: none"> ▪ Maximum of one time during a 3-year period

As a condition of providing moving costs assistance, the grantee must help the participant develop a reasonable plan to address the participant's future housing stability and assist the participant to implement such plan. Grantees may require participants to share in the cost of moving as a condition of receiving assistance with moving costs.

e. Purchase of Emergency Supplies for a Participant

A grantee may purchase emergency supplies for a participant on a temporary basis, as deemed necessary by the grantee, for the participant's life or safety. The costs of such

emergency supplies must be paid directly by the grantee to a third party during an emergency situation.

Restrictions on the Purchase of Emergency Supplies (per 38 CFR 62.34(e))	
Payment	<ul style="list-style-type: none"> ▪ Payment must be made by the grantee directly to a third party
Cost-Sharing with Other Programs	<ul style="list-style-type: none"> ▪ Payment for the cost of emergency supplies cannot be provided on behalf of participants for the same period of time and for the same cost types that are being provided through another Federal, State, or local program
Assistance Limit	<ul style="list-style-type: none"> ▪ Maximum of \$500 per participant during a 3-year period

Eligible emergency supplies may include but are not limited to: food, medical supplies, baby formula or diapers, etc. that are necessary for the participant's life or safety. This purchase of necessary supplies is only an eligible expense in an emergency situation. If participants require further assistance, grantees should connect participants with other public income support (e.g., a grantee may choose to provide a participant with dinner, but must connect that participant with a food pantry or food stamps program for the future).

f. Transportation Assistance

A grantee may provide transportation assistance if such temporary financial assistance will enhance housing stability. For example, a participant may require assistance with transportation to a job interview or medical appointment. Because the use of public transportation is generally less expensive than the use of private vehicles and may be more sustainable in the long-term, grantees should consider the provision of public transportation tokens or vouchers before considering financial assistance for personal vehicles. If sufficient public transportation options are not locally available, a grantee may lease a vehicle to provide transportation services or may provide car repair or maintenance assistance on behalf of a participant. The following table outlines restrictions applicable to temporary transportation financial assistance:

Restrictions on Transportation Payment Assistance (per 38 CFR 62.33(d))	
Payment	<ul style="list-style-type: none"> ▪ Payment must be made by the grantee directly to a third party
Cost-Sharing with Other Programs	<ul style="list-style-type: none"> ▪ Payments for transportation cannot be provided on behalf of participants for the same period of time and for the same cost types that are being provided through another Federal, State, or local program
Assistance Limit	<ul style="list-style-type: none"> ▪ No financial limit on amount of public transportation assistance for participants ▪ No time limit on public transportation assistance ▪ Maximum of \$1,000 car repairs/maintenance in a 3-year period on behalf of a participant

As with all temporary financial assistance payments made under the SSVF Program, the provision of transportation assistance requires the development of a housing stability plan. The grantee should consider a participant's unique situation, as well as the area's transportation options in creating such a plan, weighing the costs and benefits of different options. If the grantee cannot help the participant develop a reasonable plan to address the participant's future ability to pay for transportation, supportive services grant funds should

not be used to provide transportation assistance. In that case, transportation assistance should be limited to the grantee’s efforts to connect the participant with a program offering long-term assistance.

g. Child Care Assistance

A grantee may make payments on behalf of a participant to an “eligible child care provider” providing child care services. Such child care payments should only be provided by the grantee if the assistance will improve a participant’s housing stability (e.g., if the provision of child care assistance will allow the participant to obtain or maintain employment). The following table outlines restrictions applicable to child care assistance payments:

Restrictions on Child Care Assistance Payment (per 38 CFR 62.33(h))	
Payment	<ul style="list-style-type: none"> ▪ Payment must be made by the grantee directly to an “eligible child care provider” (An “eligible child care provider” is a provider of child care services for compensation, including a provider of care for a school-age child during non-school hours, that: (1) is licensed, regulated, registered, or otherwise legally operating, under state and local law, and (2) satisfies the state and local requirements, applicable to the child care services the provider provides.)
Cost-Sharing with Other Programs	<ul style="list-style-type: none"> ▪ Payments for child care cannot be provided on behalf of participants for the same period of time and for the same cost types that are being provided through another Federal, State, or local program
Assistance Limit	<ul style="list-style-type: none"> ▪ Maximum of 4 months in a 12-month period, per household <i>(Note: Household may include multiple children)</i>

As with all temporary financial assistance payments made under the SSVF Program, the provision of child care assistance requires the development of a housing stability plan. Grantees should assist the participant to implement such plan by providing any necessary assistance or helping the participant to obtain any necessary public or private benefits or services. If the grantee cannot help the participant develop a reasonable plan to address the participant’s future ability to pay for child care, child care assistance should be limited to the grantee’s efforts to connect the participant with a program offering long-term assistance.

3. Restrictions on Payments

Temporary financial assistance payments cannot be paid to the participant and must be paid directly to a third party on behalf of a participant. In order to prevent temporary financial assistance from consuming a disproportionate amount of grant funds, VA has set a limit in the NOFA a maximum allowable percentage of funds used for temporary financial assistance. See **Exhibit E** for a summary of NOFA requirements concerning uses of SSVF grant funds. Additionally, timing and other restrictions pertaining to eligible temporary financial assistance can be found in 38 CFR 62.33 and 38 CFR 62.34. VA may choose to impose additional limitations in the NOFA. *Note: Temporary financial assistance payments are not a required service, and grantees may choose to impose additional limitations on such assistance.*

4. Documentation Required

Grantees must maintain records that justify the provision of temporary financial assistance. Program Guide Section VII.F outlines the documentation required to verify the eligibility of a temporary financial assistance payment. See **Exhibit C** for a sample financial assistance request form.

VII. Participant Eligibility Determination and Documentation

It is important that, for each participant file, there is documentation that verifies that the participant meets SSVF Program eligibility requirements and specifies into which category of “occupying permanent housing” that participant falls. Grantees with insufficient case file documentation may be found out of compliance with SSVF Program regulations during a VA monitoring visit. It is important for grantees to develop policies and procedures to ensure appropriate documentation is obtained and included in participants’ files. VA encourages grantees to use this Program Guide to ensure appropriate and sufficient information is collected and documented in participant case files to document program compliance.

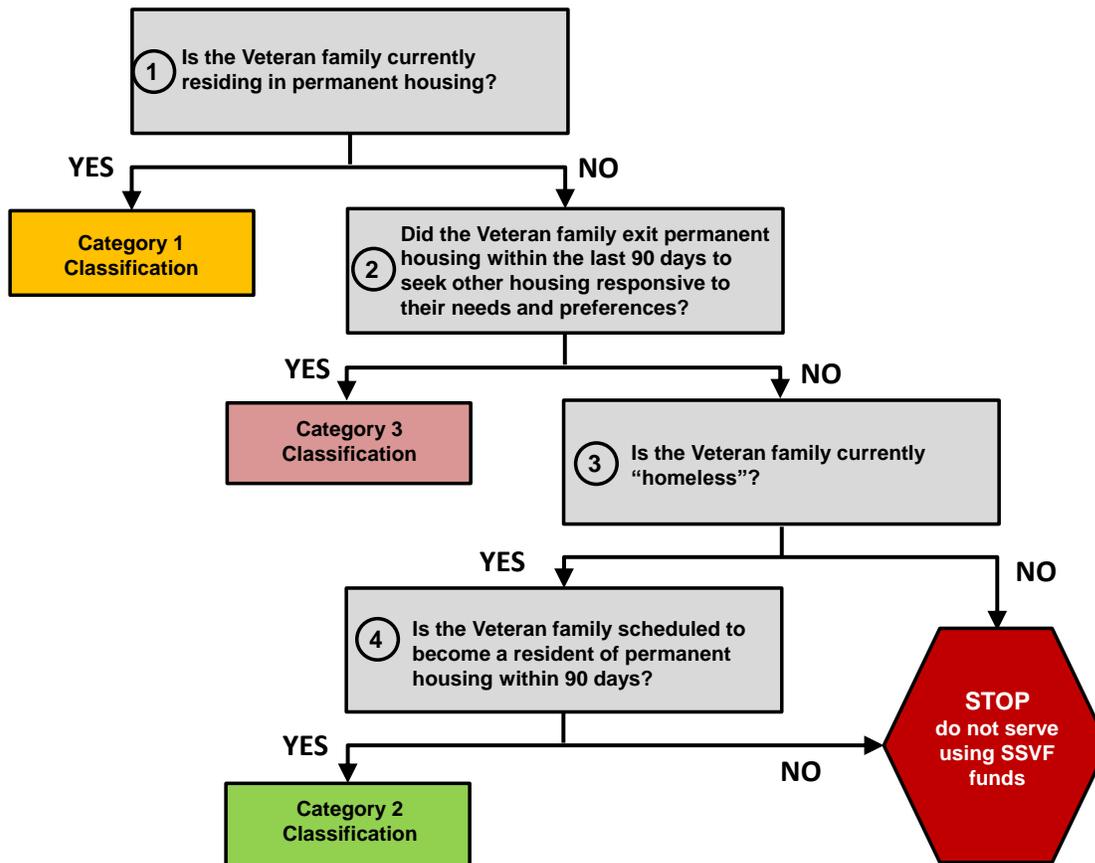
A. SSVF Eligibility Requirements

As described in Program Guide Section II.B, to become a participant under the SSVF Program, the following conditions must be met:

1. **A member of a “Veteran family”**: Either (a) a Veteran; or (b) a member of a family in which the head of household, or the spouse of the head of household, is a Veteran. *(Note: The head of household should be identified by the Veteran family.)*
2. **“Very low-income”**: Household income does not exceed 50% of area median income. Unless VA announces otherwise in the NOFA, the median income for an area or community will be determined using the income limits most recently published by the Department of Housing and Urban Development for programs under section 8 of the United States Housing Act of 1937 (42 U.S.C. 1437f), which can be found at <http://www.huduser.org/portal/datasets/il.html>.
3. **“Occupying Permanent Housing”**: A very low-income Veteran family is considered to be occupying permanent housing if they fall into one of three categories:
 - (1) Is residing in permanent housing;
 - (2) Is homeless and scheduled to become a resident of permanent housing within 90 days pending the location or development of housing suitable for permanent housing; or
 - (3) Has exited permanent housing within the previous 90 days to seek other housing that is responsive to the very low-income Veteran family’s needs and preferences.

After a grantee determines that a potential participant is “a member of a Veteran family” and “very low-income” as described in Program Guide Section II.B above, the following screening questions may be utilized to determine what category of occupying permanent housing, if any, the Veteran family falls within:

Occupying Permanent Housing Categories: Key Screening Questions



B. Determining Veteran and Family Status Eligibility

As discussed above, eligible participants will be part of a “Veteran family,” meaning that the person to be served is either (a) a Veteran; or (b) a member of a family in which the head of household, or the spouse of the head of household, is a Veteran.

1. Verifying Veteran Status

Grantees should request a copy of the Veteran’s DD Form 214 Certificate of Release or Discharge from Active Duty and make a copy of that form for the Veteran family’s file. If the Veteran is not in possession of his or her DD Form 214, the grantee should assist the Veteran in submitting an SF-180, Request Pertaining to Military Records, to confirm the individual’s status. Information on how to submit this form can be found on the National Archives website: <http://www.archives.gov/veterans/military-service-records/dd-214.html>. Please note that grant funds cannot be used to help an individual change his or her discharge status.

2. Verifying Family Status

The SSVF Program defines a Veteran family as “A Veteran who is a single person or a family in which the head of household, or the spouse of the head of household, is a Veteran.” Proof of household status is required. As noted previously, a household is

defined as “All persons who together present for services and identify themselves as being part of the same household.” Self- or staff-declarations are acceptable. (*Note: Proof of family status is not required, but may serve as proof of household status in some circumstances.*)

C. Determining Income Eligibility

The SSVF Program defines an eligible very low-income Veteran family as one whose annual income, as determined in accordance with 24 CFR 5.609, does not exceed 50 percent of the median income for an area or community. Unless VA announces otherwise in the NOFA, the median income for an area or community will be determined using the income limits most recently published by HUD for programs under section 8 of the United States Housing Act of 1937 (42 U.S.C. 1437f). HUD’s current income limits can be found at <http://www.huduser.org/portal/datasets/il.html>. Adjustments may be made to the required income level based on family size and other mitigating factors listed in the NOFA. According to the allowable adjustments, the grantee must also establish the size of the Veteran family’s household and other such characteristics in order to verify that the Veteran family meets the definition of a “very low-income Veteran family” as defined in 38 CFR 62.2.

1. Area Median Income (AMI)

As indicated in the SSVF regulations, to be eligible to receive any type of SSVF assistance, a Veteran family must have a gross annual income that is at or below 50% of the AMI, which is considered “very low-income”. In their grant application, grantees may have indicated they were targeting Veterans of even lower incomes, such as 30% of the AMI. AMI is determined according to the state and local jurisdiction in which a household resides or enters the program, and is dependent on the size of the household (i.e., number of household members). The AMI for each state and community can be found at: <http://www.huduser.org/DATASETS/il.html>. Please note this data set is updated annually. Grantees should be sure to use the most recent data posted.

2. Income Definition

Annual income means all amounts, monetary or not, that go to or are on behalf of, the family head or spouse (even if temporarily absent) or to any other family member, or all amounts anticipated to be received from a source outside the family during the 12-month period following admission or annual reexamination effective date. The Housing Choice Voucher Program Guidebook, Income Inclusions, Exhibit 5-2 contains the complete definition of annual income as published in the regulations and *Federal Register* notices. Annual income means all amounts that are not specifically excluded by regulation.

The SSVF income definition contains income “inclusions” (types of income to be counted) and “exclusions” (types of income that are not to be counted as income) for SSVF purposes. The following types of income must be counted (inclusions) when calculating annual income for SSVF eligibility purposes:

- Earned Income (Wages, Salaries, etc.)
- Self-Employment/Business Income
- Interest & Dividend Income
- Pension/Retirement Income

- Unemployment & Disability Income
- TANF / Public Assistance
- Alimony, Child Support and Foster Care Income
- Armed Forces Income

The follow types of income are NOT counted (exclusions) when calculating current gross income for SSVF eligibility purposes:

- Income of Children
- Inheritance and Insurance Income
- Medical Expense Reimbursements
- Income of Live-in Aides
- Disabled Persons
- Student Financial Aid
- Armed Forces Hostile Fire Pay
- Self-Sufficiency Program Income
- Other Income (i.e., temporary, non-recurring or sporadic income)
- Reparations
- Income from full-time students
- Adoption Assistance Payments
- Deferred and Lump Sum Social Security & SSI payments
- Income Tax and Property Tax refunds
- Home Care Assistance
- Other Federal Exclusions

A detailed list with an explanation of these inclusions and exclusions is included in **Exhibit G** of this document.

Some types of excluded income, such as tax refunds, could be counted by grantees to be household assets. Grantees are required to include in the calculation of annual income any interest or dividends earned on assets held by the family. For additional information on determining income from assets, please see the below “Determining Income from Assets” section.

3. Income Calculation

After determining and documenting specific sources of income that must be included in the income calculation for each household, grantees then calculate the household’s (not just the Veteran’s) annual income.

a. Annualizing Wages and Periodic Payments

When calculating income based on hourly, weekly or monthly payment information, add the gross amount earned in each payment period that is documented and divide by the number of payment periods. This provides an average wage per payment period. Depending on pay periods used by the employer or the schedule of periodic payments, the following calculations convert the average wage into annual income:

- Hourly Wage multiplied by hours worked per week multiplied by 52 weeks
- Weekly Wage multiplied by 52 weeks

- Bi-Weekly (every other week) Wage multiplied by 26 bi-weekly periods
- Semi-Monthly Wage (twice a month) multiplied by 24 semi-monthly periods
- Monthly Wage multiplied by 12 months

Grantees may choose among the following two methods of calculating annual income:

- Calculating projected annual income by annualizing *current* income

OR

- Using information available to average anticipated *income from* all known sources when the sources are expected to change during the year.

For example, a Veteran works as a teacher's assistant nine months annually and receives \$1,300 per month. During the summer recess, the Veteran works for the Parks and Recreation Department for \$600 per month. Grantees may calculate the Veteran family's income using either of the following two methods:

- *Calculate Annual Income Based on Current Income:* \$15,600 (\$1300 x 12 months). If recertification falls during summer recess, the grantee would recalculate the Veteran family's income during the summer months at a reduced annualized amount of \$7200 (\$600 x 12 months).
- *Calculate Annual Income Based on Average Experience:*
\$11,700 (\$1300 x 9 months)
+ 1,800 (\$ 600 x 3 months)
\$13,500

Using the second method, the Veteran family's intake file should include documentation of both sources of income.

If a household's periodic benefits and/or period of employment are capped, grantees should not annualize benefits/pay beyond the maximum level of benefit/pay that can be received. For example, a client receives \$100 of unemployment per week, but unemployment is capped at \$4,000 per year. The client's annualized unemployment benefits should be calculated at \$4,000, and not \$100 * 52 = \$5,200. Another example, the household is employed for a quarter and will receive \$500/week. The client's annualized pay should be calculated at \$6,000 and not \$500*52 = \$26,000.

However, to the extent that there is certainty about expected income, future income should be taken into account when determining whether a household has other financial resources. Remember, grantees are encouraged to assess all circumstances and document that the household would be homeless ***but for*** the SSVF assistance. As such, case managers should carefully evaluate the circumstances and conditions of future income. For example, while a seasonal worker may expect to earn income during an upcoming season, if s/he has no promise of future employment, the potential of future employment should not be counted as a resource. In contrast, if a school teacher has a promise of future employment (by way of a renewed employment contract), the potential of future employment should be accounted for in the assessment of other financial resources. This is not to say that the school teacher in the example would be automatically determined ineligible. Rather, grantees should determine when the employment opportunity will take effect (i.e. when the

income will be earned) and create a financial assistance plans that account for the Veteran family's financial resources.

Documentation of a Veteran family's annual income relative to Area Median Income and indicating SSVF eligibility (50% of AMI or less) must be maintained in the participant file. A sample Income Calculation worksheet is located in **Exhibit H**.

b. Determining Income from Assets

Grantees are required to include in the calculation of annual income any interest or dividends earned on assets held by the family. When net family assets are \$5,000 or less, use the actual income from assets. When family assets are more than \$5,000, use the greater of:

- Actual income from assets; or
- A percentage of the value of such assets based upon the current passbook savings rate as established by HUD.³ This is called imputed income from assets.

c. Summary of Asset Inclusions and Exclusions

Asset Inclusions	Asset Exclusions
1. Amounts in savings and checking accounts	1. Necessary personal property, except as noted in Inclusion #9.
2. Stocks, bonds, savings certificates, money market funds and other investment accounts	2. Interest in Indian trust lands.
3. Equity in real property or other capital investments. Equity is the estimated current market value of the asset less the unpaid balance on all loans secured by the assets <i>and</i> reasonable costs (such as broker fees) that would be incurred in selling the assets.	3. Assets that are part of an active business or farming operation.
4. The cash value of trusts that may be withdrawn by the family.	4. NOTE: Rental properties are considered personal assets held as an investment rather than business assets unless real estate is the applicant's / tenant's main occupation.
5. IRA, Keogh and similar retirement savings, even though withdrawal would result in a penalty.	5. Assets not controlled by or accessible to the family and which provide no income for the family.
6. Some contributions to company retirement/ pension funds. Note the discussion below on accessibility of the funds.	6. Vehicles especially equipped for the disabled.
7. Assets, which although owned by more	7. Equity in owner-occupied cooperatives

³ Please contact your HUD field office in order to determine the applicable passbook savings rate. See http://portal.hud.gov/hudportal/documents/huddoc?id=DOC_11847.pdf for more information.

Asset Inclusions	Asset Exclusions
than one person, allow unrestricted access by the applicant.	and manufactured homes in which the family lives.
8. Lump sum receipts such as inheritances, capital gains, lottery winnings, insurance settlements, and other claims.	
9. Personal property held as an investment such as gems, jewelry, coin collections, antique cars, etc.	
10. Cash value of life insurance policies.	
11. Assets disposed of for less than fair market value during the two years preceding certification or recertification.	

NOTE: A key factor in whether or not to include an asset in the calculation of annual income is whether any member of the family has access to the asset.

Assets Calculation Example

Compare Actual Income from Assets to Imputed Income from Assets

Applicant has \$7,900 in assets. (Assume passbook rate of 3.5 percent.)

Applicant actual income from assets is paid at 1.5% simple interest annually = \$119.

Assets:	\$ 7,900
HUD-determined passbook rate	x .035
Imputed income from assets	\$ 277

Compare actual interest of \$119 to imputed interest of \$277. The interest of \$277 (the greater of the two) will be used as income from assets in the calculation of annual income.

d. Additional Guidance on Calculating the Value of Assets and Income from Assets

Contributions to Company Retirement/Pension Funds

While a participant is employed, count as an asset only amounts the participant could withdraw from a company retirement or pension fund without retiring or terminating employment.

After retirement or termination of employment, count as an asset any amount the employee elects to receive as a lump sum from the company retirement/pension fund.

Include in *annual income* any retirement benefits received through periodic payments.

In order to correctly include or exclude as assets any amount now held in retirement/pension funds for employed persons, the grantee must know whether the money is accessible before retirement.

Equity in Real Property

Real property includes land or real estate owned by the participant or participant household. Equity is the portion of the market value of the asset which is owned by the participant (the amount which would be available to the household if the property were to be sold). It is equal to the market value less any mortgage or loans secured against the property (which must be paid off upon sale of the property).

Calculate equity in real property as follows:

$$\text{Market Value} - \text{Loan (Mortgage)} = \text{Equity}$$

Calculate the cash value of real property as follows:

$$\text{Equity} - \text{Expense to Convert to Cash} = \text{Cash Value}$$

Expenses to convert to cash may include costs such as sales commissions, settlement costs, and transfer taxes.

Assets Disposed of for less than Fair Market Value

At initial certification or reexamination, grantees must ask whether a household has disposed of an asset for less than its market value within the past two years. If the family has, the grantee must determine the difference between the cash value of the asset at time of sale or other disposal and the actual payment received of for the asset.

Generally, assets disposed of as a result of a divorce, separation, foreclosure, or bankruptcy are *not* considered assets disposed of for less than fair market value. Some of the types of assets that must be considered include cash, real property, stocks, bonds, and certificates of deposit. They must be counted if the household gave them away or sold them for less than the market value.

VA does not specify a minimum threshold for counting assets disposed of for less than fair market value. A grantee may establish a threshold that will enable it to ignore small amounts such as charitable contributions. (HUD Handbook 4350.3, for multifamily subsidized housing, uses \$1,000 as a threshold.) Verification of assets disposed of for less than fair market value is generally done by participant certification. Grantees need verify only those certifications that warrant documentation.

Valuing Assets

Because of the requirement to include the greater of the actual interest/dividend income earned or a percentage based upon a HUD published passbook rate when assets are greater than \$5,000, the value of assets *may* affect the family's annual income.

Grantees must determine the *market value* of the asset and then calculate the *cash value* by subtracting the estimated expense required were the participant to convert the asset to cash.

Expense to convert to cash includes costs such as:

- Penalties for premature withdrawal (e.g. the 10% penalty paid when a retirement account is closed prior to retirement age, or a certificate of deposit is withdrawn prior to maturity);
- Broker and legal fees (e.g. a percentage of the value of the asset incurred in the sale of stocks, bonds, real estate, etc.); and
- Settlement costs incurred in real estate transactions (e.g. the typical percentage of sales price for settlement in the locality).

NOTE: Grantees must not require participants to dispose of assets in order to determine the costs to convert to cash. These amounts simply reflect a realistic estimate of costs, and by deducting them from the market value of the asset, the imputed income from the asset is based on an amount the participant would have in hand if they converted their assets to cash.

Federal Tax Refunds Received within the Previous 12 Months

If Federal tax refunds received within the previous 12 months make up part of a household's cash assets, that part of the household's cash assets must not be counted among the household's financial resources when determining the household's eligibility or need for assistance under SSVF. See "Tax Relief, Unemployment Insurance Reauthorization, and Job Creation Act of 2010," Pub. L. No. 111-312, § 728, 124 Stat. 3296, 3317.

For example, if a household applying for SSVF assistance in July 2011 has \$2000 in total assets that includes a \$500 federal income tax refund received in April 2011, no more than \$1500 of the household's total assets may be considered when determining whether the household has the financial resources and support networks needed to obtain immediate housing or remain in its existing housing or when determining the amount or type of assistance that household needs.

This exclusion does not apply to Federal tax refunds received prior to the previous 12 months or state tax refunds. If those tax refunds make up part of a household's cash assets, they are treated the same as the other cash assets.

D. Determining Housing Status Eligibility

As with income eligibility, upon entering the SSVF program and every three months thereafter, all participants applying for SSVF assistance must undergo a housing status eligibility determination and this must be documented in the case file. This section provides detailed information on housing status eligibility in addition to requirements and instructions provided in Section VII.A. of this Program Guide.

1. Category 1 Eligibility (Homelessness Prevention)

It can be challenging to identify persons who are housed (including persons who are "doubled-up") but who have a very high risk of becoming literally homeless. There are many people who are housed and have great need but would not become homeless if

they did not receive assistance. VA encourages SSVF grantees to target prevention assistance to those households at the greatest risk of becoming homeless.

To qualify under **Category 1**, persons must be:

- Currently residing in permanent housing; **AND**
- At risk of losing their housing and becoming literally homeless or remaining literally homeless but for SSVF assistance (strongly encouraged, but not required).

Persons who are currently residing in permanent housing and at-risk of losing their housing and becoming literally homeless but for SSVF assistance may include persons who at time of application or reassessment are:

- **Losing their housing in 14 days or less:**
 - An individual or family who will imminently lose their primary nighttime residence within 14 days of the date of application for assistance. A primary nighttime residence may include housing an individual or family owns, rents, or lives in without paying rent, are sharing with others, and rooms in hotels or motels not paid for by Federal, State, or local government programs for low-income individuals or by charitable organizations; **AND**
 - No subsequent residence has been identified; **AND**
 - Lacks the resources or support networks, e.g. family, friends, faith-based or other social networks, needed to obtain other permanent housing.
- **Losing their housing in more than 14 Days:**
 - An individual or family who will imminently lose their primary nighttime residence in more than 14 days of the date of application for assistance. A primary nighttime residence may include housing an individual or family owns, rents, or lives in without paying rent, are sharing with others, and rooms in hotels or motels not paid for by Federal, State, or local government programs for low-income individuals or by charitable organizations; **AND**
 - No subsequent residence has been identified; **AND**
 - Lacks the resources or support networks, e.g. family, friends, faith-based or other social networks, needed to obtain other permanent housing (strongly encouraged, but not required).

As explained in this Section, VA encourages grantees serving participants in Category 1 to assess and document that the household would become literally homeless ***but for*** the SSVF assistance. In other words, a household would require emergency shelter or would otherwise become literally homeless in the absence of SSVF assistance.

2. Categories 2 and 3 Eligibility (Rapid Re-Housing)

Veteran families in Categories 2 and 3 are eligible to receive rapid re-housing assistance.

To qualify under **Category 2**, the Veteran family must be:

- Homeless, per the McKinney-Vento Act, as amended by the HEARTH Act (except those in permanent housing, who qualify under Category 1); **AND**

- Scheduled to become a resident of permanent housing within 90 days pending the location or development of suitable permanent housing; **AND**
- At risk of losing their housing and becoming literally homeless or remaining literally homeless but for SSVF assistance (strongly encouraged, but not required).

Persons who are “homeless” include persons who at time of application or reassessment are:

- **Literally homeless:**
 - Staying in a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground; **OR**
 - Staying in a supervised publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state, or local government programs for low-income individuals); **OR**
 - Exiting an institution where he or she resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution.
- **Fleeing domestic violence:**
 - An individual or family who is fleeing, or is attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions that relate to violence against the individual or a family member that has either taken place within the individual’s or family’s primary nighttime residence or has made the individual or family afraid to return to their primary nighttime residence; **AND**
 - Has no other residence; **AND**
 - Lacks the resources or support networks, e.g. family, friends, faith-based or other social networks, needed to obtain other permanent housing.
- **Unaccompanied youth under 25 years of age, or families with children and youth who:**
 - Are defined as homeless under other Federal Statutes⁴; **AND**
 - Have not had a lease, ownership interest, or occupancy agreement in permanent housing at any time during the 60 days immediately preceding the date of application for assistance; **AND**
 - Have experienced persistent instability as measured by two moves or more during the 60-day period immediately preceding the date of application for assistance; **AND**
 - Can be expected to continue in such status for an extended period of time because of chronic disabilities, chronic physical health or mental health conditions, substance addiction, histories of domestic violence or childhood abuse, the presence of a child or youth with a disability, or two or more barriers

⁴ Section 387 of the Runaway and Homeless Youth Act (42 U.S.C. 5732a), section 637 of the Head Start Act (42 U.S.C. 9832), section 41403 of the Violence Against Women Act of 1994 (42 U.S.C. 14043e-2), section 330(h) of the Public Health Service Act (42 U.S.C. 254b(h)), section 3 of the Food and Nutrition Act of 2008 (7 U.S.C. 2012) section 17(b) of the Child Nutrition Act of 1966 (42 U.S.C. 1786(b)) or section 725 of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11434a).

to employment, which include the lack of a high school degree or General Education Development (GED), illiteracy, low English proficiency, a history of incarceration or detention for criminal activity, and a history of unstable employment.

To qualify under **Category 3**, a Veteran family must have:

- Exited from permanent housing in the last 90 days to seek other housing that is responsive to the Veteran family's needs and preferences.

E. Recertification of Eligibility

VA requires grantees to evaluate and certify the eligibility of participants (per the above criteria) at entrance into the program and at least once every 3 months for all households receiving SSVF supportive services lasting longer than 3 months.

Recertification must take place before a grantee approves or provides a 4th month of assistance. A grantee may choose to recertify the client 3 months from the date of participant intake, 3 months from the date when the client begins to receive financial assistance, or at some point in between those dates as long as the client is recertified prior to receiving a 4th month of SSVF assistance (or 7th, or 10th, etc.). Grantees should begin the recertification process early enough so that they have time to gather needed documentation to confirm continued eligibility without a break in assistance.

In situations where there is a break in assistance (e.g., the client receives two months of assistance, is exited from the program, and later re-applies for assistance), the household must be re-evaluated as if they were going through an initial consultation regardless of how many months of assistance were initially provided since a change in income, family composition, or need may have taken place during the interim.

The intent of the recertification rule is to ensure programs are fully evaluating households that are receiving ongoing supportive services to ensure the household remains eligible and needs continued assistance to prevent homelessness or a recurrence of homelessness, particularly since eligibility is based on current income as opposed to past or projected income.

The reassessment process will vary just slightly from the original assessment process since grantees are evaluating the participant's current status against the barriers identified during the original consultation. However, all assessment areas (income, housing status, Veteran family status, and housing options/resources) still apply and should be reviewed and documented during the recertification.

1. Reassessment Areas

The following areas should be reassessed by grantees:

1. **Income Eligibility:** The participant must still be at or below 50% AMI. Grantees must recalculate and document household income as they did during the original assessment, since circumstances may have changed in the intervening months. If a

household is over 50% AMI at the time it is reassessed, that household is no longer eligible for SSVF assistance.

- 2. Housing Status Eligibility:** VA's expectation is that SSVF staff will evaluate a participant's progress at the initial consultation as well as at the recertifications every 3 months to determine and document whether the household remains in Category 1 (residing in permanent housing but at-risk of homelessness); in Category 2 (homeless and scheduled to become a resident of permanent housing in 90 days); or in Category 3 (exited permanent housing in last 90 days). Grantees should evaluate the presence of ongoing barriers to stable housing and risk factors that indicate a household continues to need SSVF assistance to prevent or end homelessness.

Grantees should note that as part of the recertification process, grantees may need to reclassify participants in response to changes in housing status. Please note that in the event a participant who is homeless (categories 2 or 3) moves into permanent housing (now category 1) prior to the scheduled recertification, the grantee has up to 30 days to reclassify the participant. Grantees should be mindful of the time limitations for serving those in Category 2 (must be homeless and remain scheduled to become a resident of permanent housing in 90 days) and in Category 3 (may only serve until the earlier of (i) the participant commences receipt of other housing services adequate to meet the participant's needs, or (ii) 90 days from the date the participant exits permanent housing). See Program Guide Section II.B. for more information on the time restrictions for the different categories.

- 3. Other Resources/Support Networks ("But For") Eligibility:** SSVF staff should again assess and document whether the household lacks the financial resources and support networks needed to obtain housing or remain in their housing.
- 4. Confirmation of Veteran Family Status:** The grantee should confirm whether the participant remains part of a Veteran family. If a Veteran becomes absent from a household or dies while other members of the Veteran family are receiving supportive services, then services may continue to the family members for a grace period established by the grantee. The grace period cannot exceed 1 year from the date of absence or death of the Veteran, and all other requirements for eligibility remain the same. The grantee is required to notify the Veteran's family member(s) of the duration of the grace period.

2. Adjusting Assistance at Reassessment

As explained above, the appropriate level of supportive services and temporary financial assistance, if given, should be based on a participant's specific needs. It is important for case managers to consider during each reassessment if circumstances have changed and how much assistance a household actually needs to be stabilized at that point. Assistance levels for services or financial assistance can then be adjusted to more or less than the original plan. (For more information on different types of subsidies, see "Designing and Delivering HPRP Financial Assistance", available on the HRE at: http://www.hudhre.info/documents/HPRP_FinancialAssistance.pdf.)

If a participant becomes ineligible to receive supportive services with SSVF funds during the recertification process, the grantee is required to provide the participant with information on other available programs or resources.

Each person who conducts an assessment and eligibility screening should complete a SSVF Staff Certification of Eligibility for SSVF Assistance, Exhibit F, for every participant case file.

F. Documentation

1. SSVF Staff Certification of Eligibility for SSVF Assistance

Exhibit F is a template SSVF Staff Certification of Eligibility for SSVF Assistance form. This form or a similar certification form should be maintained in each participant's file and is subject to review by VA. If the grantee creates their own form rather than using the attached template, their form should certify that the household meets all eligibility criteria for SSVF assistance, that true and complete information was used to determine eligibility, and that no conflict of interest exists related to the provision of SSVF assistance.

A Staff Certification form should be completed for each household deemed eligible for SSVF assistance. The Staff Certification should be completed and signed by the person determining eligibility and his or her supervisor for all households. This form should be completed at intake and at all reassessments.

2. Documentation Standards

Grantees are responsible for verifying and documenting the eligibility of all Veteran families prior to providing SSVF assistance. They are also responsible for maintaining this documentation in the SSVF participant case file once approved for assistance. Grantees with insufficient case file documentation may be found out of compliance with SSVF program regulations during VA monitoring. It is important for grantees to develop policies and procedures to ensure appropriate documentation is obtained and included in SSVF participants' files.

For purposes of SSVF, VA allows various types of documentation, ranging from third party verification to participant self-declaration. Minimum acceptable types of documentation vary depending on the type of income or particular housing status and circumstance being documented. See **Exhibit N** for detailed documentation standards. General documentation standards, *in order of preference*, are as follows:

1. **Written Third Party** — Verification in writing from a third party (e.g. individual employer, Social Security Administration, welfare office, emergency shelter provider, etc.) either directly to SSVF staff or via the Veteran family is most preferred. Third party verification of income, such as a deposit slip showing SSI benefits, might show income after deductions have been made; grantees must document gross income, pre-deductions. Written third party documentation may include completion of a standardized form, such as a verification of income statement. See **Exhibits I and J** for sample "SSVF Verification of Income" and "SSVF Homeless Certification" templates.

2. **Oral Third Party** — Verification from a third party (e.g. individual employer, Social Security Administration, welfare office, etc.) provided by the third party over the telephone or in-person directly to SSVF staff. Oral third party verification is acceptable only if written third party verification cannot be obtained. SSVF staff must document reasons why third party written verification could not be obtained in the SSVF participant file, per the requirements in the tables below. See **Exhibit I** “SSVF Verification of Income” template for an example. *Please note this is different from participant self-declaration of income. If a Veteran family orally declares income, it would fall under “participant self-declaration” below.*
3. **Participant Self-Declaration** — An affidavit of income and housing status as reported by the household is allowable, but is only acceptable if written or verbal third party verification cannot be obtained. Self-declaration of housing status (e.g., eviction) should be rare. SSVF staff must document reasons why third party written or oral verification could not be obtained in the SSVF participant file, per the requirements in the tables below. See **Exhibits K and L** for “SSVF Self-Declaration of Income” and “SSVF Self-Declaration of Housing Status” templates for examples.

VA encourages grantees to carefully review what documentation is included in participant case files through periodic monitoring and be sure it is sufficient to document the household meets all articulated eligibility criteria. Remember, specifically for housing status, determining eligibility can be a multi-level process. Veteran families must meet ALL criteria and evidence of this must be present in the case file.

3. Determining Acceptable Level of Documentation

VA expects that all grantees will make a conscientious and reasonable effort to use the highest documentation standard possible. A detailed table outlining all acceptable forms of income documentation is included in **Exhibit N**.

To determine the highest documentation standard that is reasonable, each SSVF grantee should review existing resources (i.e., funding, capacity, pre-existing income verification process for other programs) available within their agency. Some grantees already have a third party verification process in place that could be reasonably incorporated into the SSVF eligibility determination and documentation process. However, for other types of organizations (e.g., small non-profits), a lower level of income or housing status verification and documentation may be all that is reasonable.

Establishing a reasonable documentation standard also depends on the type of service provided. For example, some income documentation requirements for one-time or emergency assistance may not be reasonable given the time-sensitive and/or short-term nature of the assistance. It may not be reasonable to delay SSVF assistance if third party documentation cannot be obtained in time to allow for assistance to be provided and literal homelessness averted. Rental assistance over multiple months and/or other ongoing assistance (i.e., case management) may allow for a higher documentation standard. The SSVF grantee is encouraged to provide a brief written description of efforts to obtain third party documentation in the participant case file (e.g., in case notes, participant assessment or participant self-declaration).

The income and housing status documentation tables in **Exhibit N** outline the minimum documentation standards. SSVF staff must clearly and briefly describe in participant case files each instance when a lower documentation standard is used other than the most preferred standard, per the tables in **Exhibit N**. This may be done as part of the documented client assessment or as part of other case file documentation (e.g., in case notes, on income verification form).

Grantees should note that self-declaration of housing status for participants who are at-risk of losing housing should be used ONLY in very limited circumstances. VA recognizes there may be some unusual cases where a third party is not able to provide documentation that a participant is at-risk of losing housing (e.g., death of a landlord). In these rare cases, grantees should clearly document the situation in the case file including all attempts to obtain verification of housing status. If the circumstances for allowing third-party verification are not clearly documented in the case file, the grantee may be found in non-compliance with the SSVF Program.

4. Timeliness of Income Documentation

The definition of income for the SSVF program reflects a Veteran family's annual income at the time of application. Accordingly, documents and information collected to verify income should be recent.

VIII. Program Operations

A. Participant Agreements

Prior to providing supportive services to a participant, a grantee is encouraged to enter into a written agreement with the participant. This agreement would describe the grantee's supportive services grant program and any conditions or restrictions on the receipt of supportive services by the participant. Participant agreements and conditions should be fully disclosed to potential participants and acknowledged in writing by both parties. A sample participant agreement can be found in **Exhibit D**.

B. Participant Fees

Grantees may not charge a fee to participants for providing supportive services that are funded using funds from a supportive services grant. *Note: this prohibition does not prevent grantees from requiring participants to cost-share, with a grantee, any items for which temporary financial assistance is provided.*

C. Participant Safety

A critical goal of the SSVF Program is to ensure the safety of all participants, supportive service coordinators and their staff. Grantees are encouraged to develop a comprehensive safety plan to maintain the safety of participants and staff, and the confidentiality of the program's participants and their records. In developing a plan, VA recommends that grantees:

- Establish goals and objectives that reduce and eliminate accidents, injuries and illnesses related to administering supportive services to participants;

- Develop plans and procedures for evaluating the safety program effectiveness both at the program office and in the field;
- Develop priorities with respect to the identified factors which cause accidents, injuries and illnesses; and
- Conduct adequate safety and health training for officials at the different management levels, including supervisory employees, employees responsible for conducting participant home visits and/or habitability inspections (see Habitability Standards section below), employee representatives and other employees.

If a grantee becomes aware of a health or safety issue related to the participant, including unsafe accommodations, the grantee must report the issue to the appropriate authorities. Grantees are expected to comply with all applicable laws. If a participant's actions pose a health or safety risk to that participant or another person, the grantee must notify the police or another appropriate authority. Once the appropriate authority has been alerted, the grantee must notify a VA grant coordinator of the event or risk involving a participant in the SSVF Program.

D. Habitability Standards

Grantees using supportive services grant funds to provide rental assistance, security deposits or moving costs, as defined under 38 CFR 62.34, on behalf of a participant moving into a new (different) housing unit are strongly encouraged to conduct initial and any appropriate follow-up inspections of the housing unit into which the participant will be moving. A sample habitability standards checklist for use during inspections can be found in **Exhibit B**. This habitability inspection does not require a certified inspector.

E. Notification to Participants

Before providing supportive services to a participant, grantees must notify the participant that the supportive services will be paid for, in whole or in part, by VA. To ensure that Veteran families receiving supportive services under the SSVF Program are receiving proper care, a satisfaction survey must be provided to each participant and submitted directly to VA within 45 to 60 days of the participant's entry into the grantee's program and again within 30 days of such participant's pending exit from the grantee's program. Grantees are responsible for providing these surveys to participants and requesting that the participants submit completed surveys to VA.

F. Confidentiality

Grantees are required to maintain confidentiality of records kept on participants. Grantees and subcontractors must comply with all applicable federal and local laws to assure the confidentiality and security of participant's physical and electronic records.

Additionally, grantees that provide family violence prevention or treatment services must establish and implement procedures to protect participants by ensuring the confidentiality of:

- (1) Records pertaining to any individual provided services, and
- (2) The address or location where the services are provided.

Homeless Management Information System (HMIS) implementations have established standards for the privacy and security for information entered into the HMIS system. These

standards were developed by HUD based on the Health Insurance and Portability and Accountability Act (HIPAA) standards for securing and protecting client information. Although HUD has defined baseline standards that are required of any organization (such as a Continuum of Care, homeless assistance provider, Veteran service organization, or HMIS software company) that records, uses, or processes personal protected information on homeless clients for an HMIS, some communities have elected to adopt additional protocols or policies to enhance further the privacy and security of information collected through HMIS. Users of HMIS products must comply with the baseline HUD standards and must also comply with any additional federal, state and local laws that require additional confidentiality protections.

G. Releasing Participants from Program

A grantee may establish reasonable requirements unique to their program. However, those requirements must be clearly communicated (in writing) to all participants and a copy of the requirements must also be provided to VA. In the event a participant violates a grantee's program requirements, a grantee may stop providing supportive services to the participant. Grantees may resume assistance to a participant whose assistance was previously suspended. In terminating assistance to a participant, the grantee must provide a formal process that recognizes the rights of individuals receiving assistance to due process. This process, at a minimum, must consist of:

- (1) Written notice to the participant containing a clear statement of the reasons for termination.
- (2) A review of the decision, in which the participant is given the opportunity to present written or oral objections before a grantee's staff member other than the staff member (or a subordinate of that staff member) who made or approved the termination decision; and
- (3) Prompt written notice of the final decision to the participant.

IX. Fiscal Administration

A. Overview of HHS PMS Disbursement Platform

Supportive services grant funds are disbursed via the Department of Health and Human Services' (HHS) Payment Management System (PMS). PMS is an internet-based system supported by staff from the HHS Division of Payment Management (DPM).

1. PMS Registration

Each new grantee must be registered in the PMS in order to draw down supportive services grant funds. In order to be registered in the system, a Standard Form 1199A (SF-1199A) and a Primary Contact Information Form must be sent to the SSVF Program Office at:

Supportive Services for Veteran Families Program Office
National Center on Homelessness Among Veterans
4100 Chester Avenue
Suite 201
Philadelphia, PA 19104

SF-1199A: Direct Deposit Sign-Up Form

To Access SF-1199A:

- Visit www.dpm.psc.gov
- Under “Grant Recipient Info”, click on “Forms”
- Click on “Non-HHS Grantee Banking Information – SF 1199A”

The SF-1199A is composed of three sections and includes form directions and definitions of terms. Please note that any alterations to the form such as erasures, correction fluid and strike-outs will invalidate the form. Section 1 must be completed by the grantee and consists of payee (grantee) information, including bank account information. Section 2 may be completed by the grantee or by a representative of the grantee’s financial institution and should identify the SSVF Program Office, who will review this form before forwarding it to DPM. Section 3 must be completed by a representative of the grantee’s financial institution, who will mail the completed form directly to the SSVF Program Office.

Primary Contact Information Form

To Access Primary Contact Information Form:

- Visit www.dpm.psc.gov
- Under “Grant Recipient Info”, click on “Forms”
- Click on “Primary Contact Information Form”

This form must be completed in its entirety, with responses to **all** entry prompts. Forms that are incomplete will not be processed. This form must be completed and mailed to the SSVF Program Office. If possible, the primary contact information form should be mailed together with the SF-1199A. *Note: If grantee did not receive a Payee Identification Number (PIN), the grantee should contact the SSVF Program Office to obtain the PIN.*

Finalizing PMS Registration

In order to complete the PMS registration, the SF-1199A and Primary Contact Information forms must be sent to the SSVF Program Office, who will submit the forms to DPM. Once received by DPM, grantee registration takes approximately one to three weeks to finalize. Once registered, the grantee will be sent a temporary password for PMS/Smartlink access via certified mail and can access the system to submit draw down requests, track past draw down transactions, and view the grantee’s remaining available funds.

2. Change of PMS Information

A grantee may not change its direct deposit bank account on file or primary contact information previously registered with DPM without a formal request to VA. In order to change the bank account into which supportive services grant funds will be deposited, the new SF-1199A must be submitted to VA along with a cover letter on the grantee organization’s letterhead authorizing the change. In order to change the grantee’s primary contact information, the grantee must submit a completed primary contact information form to VA along with a cover letter on the organization’s letterhead authorizing the change. If VA approves the change, the SSVF Program Office will forward the grantee’s request with an authorization to DPM.

B. Grant Draw Down Process

1. Overview of Disbursement

Grantees may draw down supportive services grant funds prospectively via the internet-based PMS in accordance with any restrictions laid out in the NOFA. Draw down requests are submitted and processed online via the request functions of the PMS platform. Once a draw down request is approved, disbursement is completed by electronic funds transfer to the grantee's bank account the following business day.

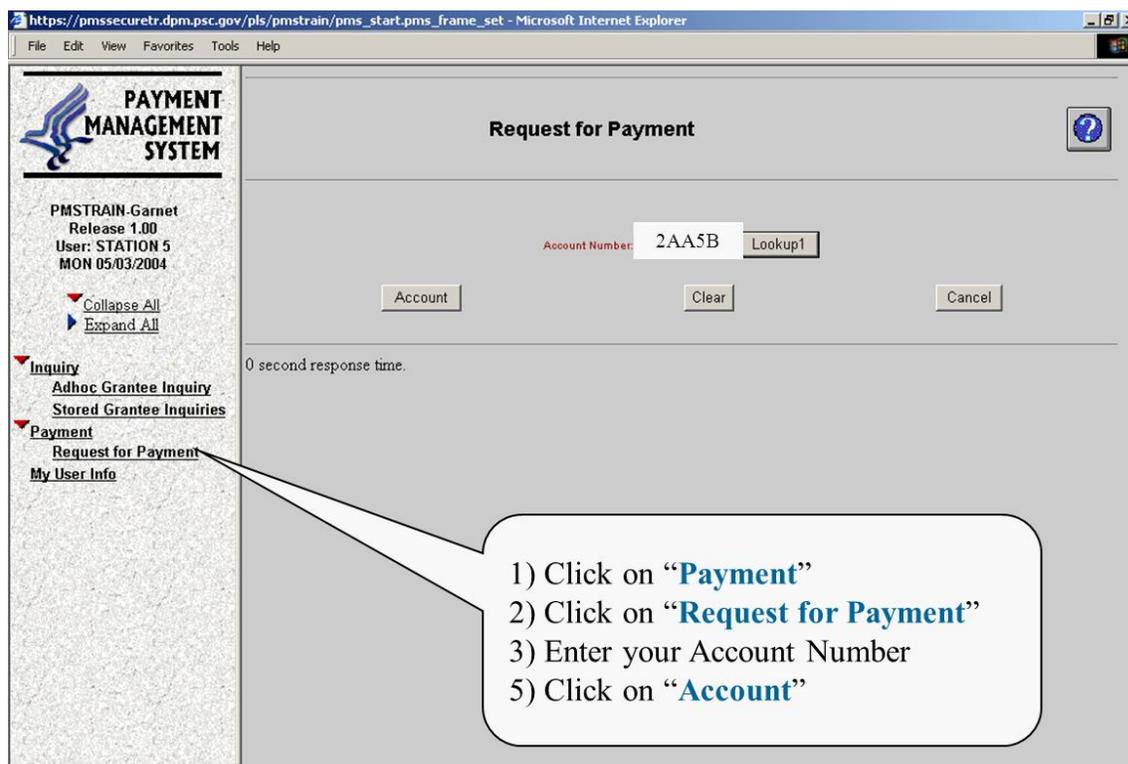
2. Grant Draw Down

To Access Payment Management System's Online Platform:

- Visit www.dpm.psc.gov
- At the top of the page, click on "Payment Management System"
- Under "Service", click on "Payment Management System"
- Enter User Name (established by DPM) and Password (initial password provided by DPM)
- Click on "Click Here for Access to the Payment Management System"

Grantees must access PMS/Smartlink via the DPM website (www.dpm.psc.gov) in order to draw down SSVF Program grant funds. Once logged in to the PMS online platform, you may make a request for payment under the "Payment" tab. The grantee will first locate their SSVF account by entering the assigned account number after the prompt, as shown in the following screenshot.

PMS Screenshot #1 - Account Access



Once the grantee's SSVF account has been entered, the grantee will be able to complete a request for supportive services grant funds. The following image is a screenshot of the "Request for Payment" form.

PMS Screenshot #2 - Request for Payment Form

DPM User Request for Payment

Account Number: 2AA5B
DUNS: 123456789

Person Requesting Funds:
 Check here if information shown is correct; otherwise, please update.

First Name: PMS Initial: Inital: Last Name: TRAINER
Area Code: 301 Phone No.: 443 2292 Ext.:
E-Mail Address: info@psc.gov

Payment Due Date: 03/15/2005 (MM/DD/YYYY)
Expected Disbursement Amount \$: 1000
Cash on Hand \$: 0
Payment Request Amount \$: 1000

Continue Clear Cancel

1. Enter **DUNS**
2. UPDATE Requestor Information or Click the Check Box If No Changes Are Required
3. Enter **Payment Due Date**
4. Enter **Expected Disbursement Amount**
5. Enter **Cash on Hand**
6. Enter **Payment Request Amount**
7. Click on "Continue"

As shown in the image above, the grantee is required to complete the following information for each drawdown request:

- DUNS
- Updates to Requestor Information [Click checkbox if no changes are required]
- Payment Due Date [list next business day]
- Expected Disbursement Amount [total amount requested]
- Cash on Hand [SSVF Program funds remaining since last draw down]
- Payment Request Amount [total amount requested]

On the next screen, grantees must indicate from which of the three subaccounts the funds should be drawn (more than one account may be selected):

- Administrative Costs
- Supportive Services Costs (Costs associated with provision and coordination of supportive services, excluding temporary financial assistance)
- Temporary Financial Assistance Costs

To determine the total amount of funds in each of these subaccounts, grantees should refer to their approved budgets.

PMS Screenshot #3 – Subaccount Identification

DPM User Request for Payment

Account Number: B4891P1
DUNS: _____ - _____

Name: PMS _____ TRAINER
(301) 443 - 2292 Ext: _____
E-Mail Address: info@psc.gov

Payment Due Date: 03/15/2005
Payment Request Amount \$: \$1,000.00

SLMAQMD40R161 SLMAQMD40R167

SubAmount Cancel

On the following screen, grantees must specify the amount of funds being requested from each subaccount.

PMS Screenshot #4 – Amounts Requested from Each Subaccount

DPM User Request for Payment

Account Number: B4891P1
DUNS: _____ - _____

Name: PMS _____ TRAINER
(301) 443 - 2292 Ext: _____
E-Mail Address: info@psc.gov

Payment Due Date: 03/15/2005
Payment Request Amount \$: \$1,000.00

Subaccount	Bank Account	Funds Available \$	Subacct Amt Requested \$
SLMAQMD40R161	05400120400019-2108-3053	\$240,000.00	500
SLMAQMD40R167	05400120400019-2108-3053	\$63,761.00	500

Request Payment GOTO Subacct Cancel

When all of the information has been entered, grantees should click “Request Payment” and a confirmation screen will appear. Once a request has been approved, funds will be disbursed by direct deposit into the grantee’s bank account the following business day.

In order to receive SSVF Program Office approval, the request must meet the following requirements:

- Request amount must not exceed remaining grant funds; and
- Request amount must not exceed agreed-upon quarterly maximum.

If a request for payment is not approved by the SSVF Program Office, the grantee’s request will be denied.

C. Eligible Expenses

Payment of supportive services grant funds up to the amount specified in the supportive services grant agreement will be made only for appropriately documented eligible expenses that are allowable, allocable, and reasonable costs of operating a program under the supportive services grant. Eligible expenses must be in accordance with the applicable Federal Cost Principles set forth in OMB Circular A-122, Cost Principles for Non-Profit Organizations, codified at 2 CFR Part 235. Ineligible expenses are those costs charged by a grantee that VA determines to be unallowable based on applicable Federal cost principles, the SSVF Program regulations or the supportive services grant agreement. The following sections outline expenses that are eligible under the supportive services requirements of the SSVF Program.

1. Administrative Costs (10% Maximum)

Administrative costs include all direct and indirect costs associated with the management of the program, including supplies, phone and internet, photocopies, the administrative costs of subcontractors, etc. Per OMB Circular A-122, direct costs are those that can be identified specifically with a particular final cost objective (i.e., a particular project, service, or other direct activity). Indirect costs are those that have been incurred for a common or joint objective and cannot be readily identified with a particular final cost objective (e.g., depreciation, costs of operating and maintaining a facility, salaries of personnel administration and accounting, etc.). Administrative costs may not exceed 10 percent of the total amount of the supportive services grant. Please see OMB Circular A-122 to determine what costs are and are not allowable direct and indirect costs.

2. Provision and Coordination of Supportive Services (90% Minimum)

a. Outreach

Eligible expenses associated with the provision of outreach services may include outreach costs such as outreach staff, promotional materials, advertisements, etc.

b. Case Management

Eligible expenses associated with the provision of case management services are generally limited to case manager salaries and other program (non-administrative) staff time.

c. Assistance in Obtaining VA Benefits

Grantees are required to assist participants in obtaining VA benefits such as vocational and rehabilitation counseling, employment and training service, educational assistance and health care services. This supportive service is a component of each participant’s ongoing needs assessment and, as it is primarily a referral service, does not involve specific expenses beyond non-administrative staff time.

d. Assistance in Obtaining and Coordinating Other Public Benefits

Grantees are required to assist participants to obtain, and coordinate the provision of, public benefits that are being provided by Federal, State, local, or tribal agencies, or any eligible entity in the area or community served by the grantee. Services included in this section are health care services, daily living services, personal financial planning services, transportation services, income support services, fiduciary and representative payee services, legal services, child care services and housing counseling. At a minimum, these services will involve the time of a case manager providing referrals. Professional services are also an eligible expense (e.g., legal services, real estate services). In some cases, grantees may be able to directly provide necessary supportive services; however, it may sometimes be more cost-effective for grantees to provide a referral for participants to obtain a service instead of providing that service directly. Costs involved with administering these services, such as administrative staff time and supplies, are included in the program’s administrative costs.

e. Temporary Financial Assistance

A temporary financial assistance payment made on behalf of a program participant must help the participant remain in permanent housing or obtain permanent housing and meet all other requirements set forth in 38 CFR 62.33 and 38 CFR 62.34. Temporary financial assistance must be reasonable and must be provided as part of a plan to address the participant’s future ability to pay their own expenses. Outside of such a plan, temporary financial assistance payments are not an eligible use of SSVF Program funds.

Temporary financial assistance payments should augment the grantee’s program by supporting the housing stability of participants and should not consume a disproportionate amount of grant funds. Grantees must ensure that temporary financial assistance payments do not exceed the percentage of total grant funds established in the NOFA. Temporary financial assistance must comply with the limitations set out in 38 CFR 62.33 and 62.34. Eligible temporary financial assistance restrictions and suggested documentation are shown in the table below (further restrictions may be set forth in the NOFA).

Temporary financial assistance **must** be paid directly to a third party on behalf of a participant. Temporary financial assistance **must never** be paid directly to a participant.

Temporary Assistance	Associated Restrictions	Suggested Documentation
Child Care services	<ul style="list-style-type: none"> ▪ Care must be provided by an “eligible child care provider” ▪ Maximum of 4 months during a 	<ul style="list-style-type: none"> ▪ Copy of invoice for services ▪ Receipt of payment

Temporary Assistance	Associated Restrictions	Suggested Documentation
	12-month period, per household	
Transportation services	<ul style="list-style-type: none"> ▪ No restrictions on public transportation assistance ▪ Maximum of \$1,000 in car repair/maintenance in a 3-year period 	<ul style="list-style-type: none"> ▪ Copy of bill for services ▪ Receipt of payment
Rental assistance	<ul style="list-style-type: none"> ▪ Eligible for payments currently due or in arrears ▪ Maximum of 8 months in a 3-year period ▪ Maximum of 5 months in a 12-month period ▪ Penalties or fees must be reasonable and must directly allow participant to obtain/ remain in permanent housing ▪ Must be in compliance with “rent reasonableness”⁵ 	<ul style="list-style-type: none"> ▪ Copy of payment demand from landlord/management company, clearly identifying participant and unit ▪ Document indicating participant’s portion of rent ▪ Receipt of payment ▪ Signed lease
Utility-fee payment assistance	<ul style="list-style-type: none"> ▪ Eligible for payments currently due or in arrears ▪ Maximum of 4 months in a 3-year period ▪ Maximum of 2 months in a 12-month period ▪ Participant, legal representative or a member of the household must have an account in his/her name with a utility company or proof of responsibility to make payments 	<ul style="list-style-type: none"> ▪ Copy of utility bill ▪ Proof that participant is responsible for payment ▪ Receipt of payment
Security deposits/ Utility deposits	<ul style="list-style-type: none"> ▪ Maximum of 1 security deposit during a 3-year period ▪ Maximum of 1 utility deposit during a 3-year period 	<ul style="list-style-type: none"> ▪ Written statement from landlord/management company or utility company that deposit is required ▪ Signed lease or utility agreement ▪ Habitability standards inspection checklist (if participant has relocated) ▪ Receipt of payment
Moving costs	<ul style="list-style-type: none"> ▪ Maximum of one time assistance during a 3-year period 	<ul style="list-style-type: none"> ▪ Copy of receipts for reasonable moving costs

⁵ Rent reasonableness means the total rent charged for a unit must be reasonable in relation to the rents being charged during the same time period for comparable units in the private unassisted market and must not exceed rents charged by the property owner during the same time period. See **Exhibit A** for a sample rent reasonableness worksheet.

Temporary Assistance	Associated Restrictions	Suggested Documentation
	<ul style="list-style-type: none"> ▪ Short-term storage for a maximum of 3 months or until participant is in permanent housing, whichever is shorter 	<ul style="list-style-type: none"> ▪ Copy of receipts for short-term storage fees ▪ Receipt of payment
Emergency supplies	<ul style="list-style-type: none"> ▪ May be used to pay for items necessary for a participant's life or safety on a temporary basis ▪ Maximum of \$500 in a 3-year period for a participant ▪ Must be paid directly to a third party 	<ul style="list-style-type: none"> ▪ Copy of bill or other justification of cost ▪ Receipt of payment

Payments cannot be made on behalf of the participant for the same period and for the same cost types that are being provided for the same participant through another Federal, State or local subsidy program.

Grantees should maintain records that justify the provision of temporary financial assistance payments (see **Exhibit C** for a sample temporary financial assistance request form). Such records should include the details and documentation of the payment as well as the participant's housing stability plan. The plan provided must justify the provision of the temporary financial assistance in terms of the urgency of the assistance at the time of payment, as well as the participant's plan to pay the costs for housing in the future.

f. Other Supportive Services

In accordance with grantees' grant agreements or otherwise approved by VA, other supportive services may be provided.

D. Documentation Required

Grantees must use adequate financial management systems that follow generally accepted accounting principles (GAAP) and provide adequate fiscal control and accounting records, including cost accounting records supported by documentation. Grantees' financial management systems must comply with the requirements of 38 CFR 49.21.

E. Ineligible Activities

Supportive services grant funds may *not* be used to pay for any of the following items (*Note: this list of ineligible activities is not exhaustive.*):

- Mortgage costs (including fees, taxes, or refinancing)
- Credit card bills or other consumer debt, personal debt
- Extensive car repairs for participants (beyond the eligible \$1,000 in repairs/maintenance)
- Car payments for participants
- Medical supplies (except as a qualified emergency supply)
- Food (except as a qualified emergency supply)
- Pet care
- Entertainment activities

- Cash assistance for participants
- Petty cash for program staff
- Funds may *not* be released directly to the participant. All funds are to be issued to a third party such as a landlord or utility company.

X. Evaluation and Monitoring

A. SSVF Program Case Manager and Staff Training

Grantees must attend VA-mandated training sessions. Trainings will be conducted by VA and its technical assistance provider. Information on training, including eligible training expenses, will be emailed to grantees. It is also expected that grantees will provide training for case managers and staff who will provide supportive services to very low-income Veteran families.

B. Ensuring Adequate Fiscal and Operational Controls

The HHS Payment Management System systematically manages the disbursement of SSVF Program funds. The HHS Payment Management System provides the SSVF Program Office with electronic financial reports to ensure effective management of program activities, as well as timely and accurate financial reporting. In addition to complying with the HHS Payment Management System requirements, grantees must also comply with VA's Financial Service Center auditing procedures.

VA's Financial Services Center will ensure grant accountability by performing fiscal audits for selected SSVF Program grantees. These audits will include an evaluation of costs to confirm compliance with applicable OMB circulars, the SSVF Program Final Rule and NOFA. The Financial Services Center will also provide technical assistance to grantees regarding financial requirements.

XI. Reporting Requirements

A. Goals

The reporting requirements in 38 CFR 62.71 have been designed to provide VA with the information required to assess the outcomes associated with grantees' programs. VA anticipates grantees' programs will assist in reducing the number of Veteran families who are homeless or at risk of homelessness.

B. Reporting Process

1. HMIS

Grantees are required to enter data on all participants, with the exception of domestic violence victims, into HMIS. On a monthly basis SSVF grantees will upload client-level SSVF data from the HMIS system in which SSVF Program data are managed. SSVF Program data will be uploaded to a secure SSVF Data Repository ("Repository") managed by VA. Each upload of SSVF data to the Repository will contain a complete data set reflecting program activity from program inception to the date of export.

The preferred format for the upload of SSVF Program data to the Repository is the HUD HMIS Comma-Separated Value (CSV) Format⁶; a subset of the complete set of CSV files will be required. Each of the fields defined in the HUD HMIS CSV documentation must be present in the uploaded files, although not all of the fields must contain data.

The Repository will also accept data in the HUD HMIS XML Format. Data uploaded in the XML format will be parsed into the CSV format using the publicly available HUD-funded CSV to XML Parser prior to further processing. This process will require the intervention of Repository staff and will delay data validation and final acceptance; for this reason, the XML format is not preferred.

Data exported from HMIS systems should be packaged in a ZIP file prior to upload to the Repository. For detailed specifications, upload operating instructions, data quality standards, and data use and disclosure descriptions, please see the SSVF Program Data Upload and Integration Specifications available on the VA homeless website -- www.va.gov/homeless/SSVF.asp. Please see **Exhibit M** for a list of HMIS data elements.

2. Quarterly Reports

In addition to use of HMIS, grantees are also expected to complete quarterly reports addressing programmatic and financial information. The quarterly reports will consist of a series of questions related to grantees' program operations over the course of the quarter – e.g., requests for information concerning significant events that have occurred in the program, major sources of participant referrals, lists of services provided directly and by referral, participant safety issues, best practices, etc. In addition, the quarterly financial report template will ask grantees to identify and explain all budget variances, quarterly spending by subcontractor, quarterly draw downs, numbers of participants served, and non-VA funding sources used for SSVF Program activities. Copies of the report template and instructions for completing these reports will be provided on the SSVF Program website.

3. Participant Surveys

Pursuant to 38 CFR 62.36(c)(2), grantees must provide each participant with a satisfaction survey which can be submitted by the participant directly to VA, within 45 to 60 days of the participant's entry into the grantee's program and again within 30 days of such participant's pending exit from the grantee's program. VA will provide grantees with copies of the satisfaction surveys to be distributed to participants. If grantees need additional copies of the participant survey, they should contact the SSVF Program Office at SSVF@va.gov.

C. Process of Program Remediation

1. Allegations of Impropriety

Any and all allegations of impropriety by the grantee, VA employees, or participants must be addressed immediately and documented through use of the appropriate VA mechanism (i.e., SSVF Program Office or Office of Inspector General (OIG)).

⁶ For complete documentation of the current HUD HMIS CSV format, see [http://www.hmis.info/Resources/7527/HMIS-Comma-Separated-Value-\(CSV\)-Format-V.-3.0-\(Based-on-March-2010-Data-Standards\).aspx](http://www.hmis.info/Resources/7527/HMIS-Comma-Separated-Value-(CSV)-Format-V.-3.0-(Based-on-March-2010-Data-Standards).aspx).

- i. Information about actual or possible violations of criminal laws related to VA programs, operations, facilities, or involving VA employees, where the violation of criminal law occurs on VA premises, will be reported.
- ii. Criminal matters involving felonies must be immediately referred to VA.

2. Corrective Actions

In accordance with 38 CFR 62.60(b), if a grantee's actual supportive services grant expenditures vary from the amount disbursed for a given quarter or actual supportive services grant activities vary from the grantee's program description provided in the supportive services grant agreement, VA may require that the grantee initiate, develop and submit to VA for approval a Corrective Action Plan (CAP). The CAP must identify the expenditure or activity source that caused the deviation, describe the reason(s) for the variance, provide specific proposed corrective action(s), and provide a timetable for accomplishment of the corrective action. After receipt of the CAP, VA will send a letter to the grantee indicating that the CAP is approved or disapproved. If disapproved, VA will make beneficial suggestions to improve the proposed CAP and request resubmission, or take other actions in accordance with 38 CFR Part 62.

3. Withholding and Suspension of Funds

In accordance with 38 CFR 62.80, when a grantee fails to comply with the terms, conditions, or standards of the supportive services grant, VA may, with 7 days notice to the grantee, withhold further payment, suspend the supportive services grant, or prohibit the grantee from incurring additional obligations of supportive services grant funds, pending corrective action by the grantee or a decision to terminate. VA will allow all necessary and proper costs that the grantee could not reasonably avoid during a period of suspension if such costs meet the provisions of the applicable Federal Cost Principles.

4. Funding Recovery and Appeals Process

VA will recover any supportive services grant funds that are not used in accordance with 38 CFR Part 62. The recovery of funds process, as described in 38 CFR 62.80, is as follows:

- i. VA issues a notice of intent to recover supportive services grant funds to the grantee. The notice outlines the aspects of the grantee's program that are not in compliance with 38 CFR Part 62 and indicates that VA will recover supportive services grant funds if the grantee cannot provide documentation to VA demonstrating why supportive services grant funds should not be recovered.
- ii. The grantee has 30 days upon receipt of the notice to submit documentation to VA demonstrating why supportive services grant should not be recovered.
- iii. The SSVF Program Office reviews the response from the grantee for adequacy and may, if necessary, request additional information.
- iv. If the response is adequate, VA will not take action to recover funds.
- v. If the response is not adequate or it is determined that supportive services grant funds were not used in accordance with 38 CFR Part 62, VA may on 7 days notice to the

grantee, withhold further payment, suspend the supportive services grant, or prohibit the grantee from incurring additional obligations of supportive services grant funds, pending corrective action by the grantee or a decision to terminate.

5. Supportive Services Grant Termination

A supportive services grant may be terminated in accordance with 38 CFR 62.80 if any of the following three conditions applies:

- i. By VA, if a grantee materially fails to comply with the terms and conditions of a supportive services grant award and of 38 CFR Part 62.
- ii. By VA with the consent of the grantee, in which case VA and the grantee agree upon the termination conditions, including the effective date and, in the case of partial termination, the portion to be terminated.
- iii. By a grantee upon sending to VA written notification of grant termination, including the reasons for such termination, the effective date, and, in the case of partial termination, the portion to be terminated. *(Note: If VA determines that the remaining portion of the supportive services grant will not accomplish the purposes for which the supportive services grant was made, VA may terminate the supportive services grant in its entirety if any of the other conditions for termination are met.)*

6. Deobligation of Funds

VA may deobligate all or a portion of the amounts approved for use by a grantee if:

- i. The activity for which funding was approved is not provided in accordance with the approved application and the requirements of 38 CFR Part 62;
- ii. Such amounts have not been expended within a 1 year period from the date of the signing of the supportive services grant agreement; or
- iii. Other circumstances set forth in the supportive services grant agreement authorize or require deobligation.

At its discretion, in accordance 38 CFR 62.80, VA may re-advertise in a NOFA the availability of funds that have been deobligated or award deobligated funds to applicants who previously submitted applications in response to the most recently published NOFA.

XII. SSVF Program Resources

The following tables identify online resources that may be useful to grantees developing and operating supportive services programs. VA does not take any responsibility for the content contained in these resources. It is up to the reader to determine what is appropriate.

The resources are divided into the following categories *(Note: There is some overlap in resources across categories)*:

- A. Program Development

- B. Program Operations
 - 1. Outreach
 - 2. Case Management
 - 3. Assistance in Obtaining VA Benefits
 - 4. Assistance in Obtaining and Coordinating Other Public Benefits
 - 5. Other Supportive Services / Temporary Financial Assistance
- C. Sample Forms
- D. Miscellaneous

A. Program Development

Organization	Program / Resource	Description	Resource Link
Enterprise Community Partners Resource Database	Supportive Housing Services	Resource provides a general overview of how to administer supportive housing services to the homeless.	http://www.enterprisecommunity.org/programs/supportive_housing/
U.S. Department of Housing and Urban Development (HUD)	Supportive Housing Program	This program is designed to promote the development of supportive housing and services to allow homeless persons to live independently. Funding available for services is comparable to the SSVF Program.	http://www.hud.gov/offices/cpd/homeless/programs/shp/
HUD	Emergency Shelter Grant Program	Provides basic shelter and essential services to homeless persons in times of need. Funding assistance from this program can be used to support shelter operations or provide short-term assistance to persons who are at an imminent risk of losing their own homes due to eviction, foreclosure, or utility shutoffs.	http://www.hud.gov/offices/cpd/homeless/programs/esg/
HUD	Homelessness Prevention and Rapid Re-Housing Program (HPRP)	Provides financial assistance and services to either prevent individuals and families from becoming homeless or help those who are experiencing homelessness to be quickly re-housed and stabilized.	http://www.hudhre.info/HPRP/
National Alliance to End Homelessness	Rapid Re-Housing Program Guide	Provides guidance on development and design of successful Rapid Re-Housing Programs that operate under HPRP.	www.endhomelessness.org/.../2450_file_Rapid_Re_Housing_Guide_July_2009.pdf
National Alliance to End Homelessness	Homelessness Prevention Program	A resource guide published by the National Alliance to End Homelessness that helps organizations to develop a homelessness prevention program or improve an existing prevention program.	http://www.endhomelessness.org/content/article/detail/2451
Corporation for Supportive Housing	Supportive Housing Finance Guide	Resource provides a comprehensive overview of different Federal financing sources which can be used to develop supportive housing, operate supportive housing programs, or provide additional supportive services to homeless persons.	http://www.csh.org/index.cfm?fuseaction=Page.viewPage&pageId=330&parentID=10
Interagency Council on Homelessness	Federal Funding Sources	Resource provides a list of federal funding opportunities that relate to reducing homelessness.	http://www.usich.gov/funding_programs/programs/

Organization	Program / Resource	Description	Resource Link
University of Pennsylvania	Article: Evaluating a Community-Based Homelessness Prevention Program: A Geographical Information System Approach	This article discusses the application of the Geographic Information System (GIS), which can assist social service providers assess the extent to which their program was properly implemented in accordance with its principles and goals. The GIS also helps providers identify geographical areas in its region that have unmet service needs.	http://repository.upenn.edu/cgi/viewcontent.cgi?article=1041&context=spp_papers

B. Program Operations

1. Outreach

Organization	Program / Resource	Description	Resource Link
National Alliance to End Homelessness	Homelessness Prevention Program	A resource guide published by the National Alliance to End Homelessness that helps organizations to develop a homelessness prevention program or improve an existing prevention program.	http://www.endhomelessness.org/content/article/detail/2451
U.S. Department of Housing and Urban Development (HUD)	Research Materials – Average Fair Market Rents	Average fair market rents, as published in the Federal Register.	http://www.huduser.org/portal/datasets/fmr.html
HUD	Research Materials – Annual Household Income Calculation	Provides guidance on calculating annual household income.	http://www.hud.gov/offices/cpd/affordablehousing/training/web/calculator/definitions/part5.cfm

2. Case Management

Organization	Program / Resource	Description	Resource Link
U.S. Department of Housing and Urban Development (HUD)	HUD Sponsored Local Homeless Assistance Programs	Identifies local support organizations that administer a range of services including shelter, food, counseling, and job skills programs to homeless persons.	http://portal.hud.gov/portal/page/portal/HUD/topics/homelessness/localassist
HUD	HUD Approved Home Counseling Agencies	List of HUD sponsored home counseling agencies that can provide advice on buying a home, renting, defaults, foreclosures, and credit issues.	http://www.hud.gov/offices/hsg/sfh/hcc/hcs.cfm

Organization	Program / Resource	Description	Resource Link
National Alliance to End Homelessness	Homelessness Prevention Program	A resource guide published by the National Alliance to End Homelessness that helps organizations to develop a homelessness prevention program or improve an existing prevention program.	http://www.endhomelessness.org/content/article/detail/2451
First Step	Case Management Tool	A tool designed to help case managers and outreach workers help clients access Federal benefit programs.	http://www.cms.hhs.gov/apps/firststep/index.html

3. Assistance in Obtaining VA Benefits

Organization	Program / Resource	Description	Resource Link
U.S. Department of Veterans Affairs (VA)	Federal Benefits for Veterans, Dependents & Survivors	Summary of Federal Benefits Available to Veterans, Dependents & Survivors, 2011 Edition.	http://www.va.gov/opa/publications/benefits_book.asp

4. Assistance in Obtaining and Coordinating Other Public Benefits

Organization	Program / Resource	Description	Resource Link
U.S. Department of Housing and Urban Development (HUD)	HUD Sponsored Local Homeless Assistance Programs	Identifies local support organizations that administer a range of services including shelter, food, counseling, and job skills programs to homeless persons.	http://portal.hud.gov/portal/page/portal/HUD/topics/homelessness/localassist
National Alliance to End Homelessness	Homelessness Prevention Program	A resource guide published by the National Alliance to End Homelessness that helps organizations to develop a homelessness prevention program or improve an existing prevention program.	http://www.endhomelessness.org/content/article/detail/2451
U.S. Interagency Council on Homelessness	Inventory of Federal Programs That May Assist Homeless Families and Children	This inventory catalogues Federal programs that may assist homeless families (73 programs operated by 11 federal agencies are highlighted in the inventory).	http://www.commerce.va.gov/DesktopModules/CTEDPublications/CTEDPublicationsView.aspx?tabID=0&ItemID=6160&MI=870&wversion=Staging
U.S. Interagency Council on Homelessness	Funding Opportunities and Resources	Listing of several Federal funding opportunities and resources available to organizations that aim to prevent homelessness.	http://www.usich.gov/funding_programs/programs/
U.S. Department of Veterans Affairs (VA)	Programs and Initiatives	Summary of Homeless programs and initiatives available to homeless Veterans.	http://www.va.gov/homeless/

5. Other Supportive Services / Temporary Financial Assistance

Organization	Program / Resource	Description	Resource Link
HUD	Homelessness Prevention and Rapid Re-Housing Program (HPRP)	HPRP aims to reduce homelessness by providing financial assistance and services to either prevent individuals and families from becoming homeless or help those who are experiencing homelessness to be quickly re-housed and stabilized.	http://www.hudhre.info/HPRP/

C. Sample Forms

Organization	Program / Resource	Description	Resource Link
U.S. Department of Veterans Affairs (VA)	Verifying Veteran Status	A military Veteran may use VA's online military personnel records request system, eVetRecs, to request verification of Veteran status. Grantee may also complete and submit the Standard Form 180 (SF 180) to verify Veteran status. Verification will come in the form of a copy of the Veteran's DD Form 214.	http://www.archives.gov/veterans/
Department of Health and Human Services (HHS)	Payment Management System (PMS) Forms	To be registered in PMS for grant fund draw down, the grantee must have SF 1199A and Primary Contact Information forms on file with HHS.	www.dpm.psc.gov (Under "Grant Recipient Info", click on "Forms")

D. Miscellaneous

Organization	Program / Resource	Description	Resource Link
Corporation for Supportive Housing	Research Materials – Chronic Homelessness and Health Care	Access to supportive housing research that focuses on chronic homelessness and health care issues.	http://www.csh.org/index.cfm?fuseaction=document.selectSubTopics&parentTopicID=42
U.S Interagency Council on Homelessness	Research Materials	Links to research studies and technical assistance materials produced by the U.S. Interagency Council on Homelessness as well as its member agencies, and national organizations.	http://www.usich.gov/usich_resources/research_and_evaluation/

Organization	Program / Resource	Description	Resource Link
U.S. Department of Housing and Urban Development (HUD)	Research Materials	Publications relating to housing and supportive services for people with special needs and the homeless. Topic areas focus on affordable and fair housing, homeownership, housing finance, community and economic development, supportive services, as well as other related issues.	http://www.huduser.org/portal/taxonomy/term/38
Supportive Housing Network of New York (SHNNY)	Research Materials – Homelessness Factsheet	Links to studies, reports, and publications relating to homelessness and supportive housing.	http://www.shnny.org/research.html
U.S Interagency Council on Homelessness	State Interagency Webpages	Links to State website for the Interagency Council on Homelessness.	http://www.usich.gov/partnerships/state_and_local_governments/
University of Pennsylvania	Article: Evaluating a Community-Based Homelessness Prevention Program: A Geographical Information System Approach	This article discusses the application of the Geographic Information System (GIS), which can assist social service providers assess the extent to which their program was properly implemented in accordance with its principles and goals. The GIS also helps providers identify geographical areas in its region that have unmet service needs.	http://repository.upenn.edu/cgi/viewcontent.cgi?article=1041&context=spp_papers
Interagency Council on the Homelessness	Homelessness: Programs and the People They Serve	Report discusses homeless assistance providers and the characteristics of homeless persons whom they serve. The survey used in this study was designed to provide up-to-date information about the homelessness assistance providers, the characteristics of those people who use these services and how this population has changed in metropolitan areas since 1987.	http://www.huduser.org/portal/publications/homeless/homeless_tech.html

Exhibit A: Rent Reasonableness Checklist

Source: HUD HOME Program

	PROPOSED UNIT	UNIT #1	UNIT #2	UNIT #3
ADDRESS				
NUMBER OF BEDROOMS				
SQUARE FEET				
TYPE OF UNIT/CONSTRUCTION				
HOUSING CONDITION				
LOCATION/ACCESSIBILITY				
AMENITIES				
UNIT:				
SITE:				
NEIGHBORHOOD:				
AGE IN YEARS				
UTILITIES (TYPE)				
UNIT RENT UTILITY ALLOWANCE GROSS RENT				
HANDICAP ACCESSIBLE?				

CERTIFICATION:

A. COMPLIANCE WITH PAYMENT STANDARD

PROPOSED CONTRACT RENT + UTILITY ALLOWANCE = PROPOSED GROSS RENT

APPROVED RENT DOES NOT EXCEED APPLICABLE PAYMENT STANDARD OF

\$ _____.

B. RENT REASONABLENESS

Based upon a comparison with rents for comparable units, I have determined that the proposed rent for the unit [] is reasonable. [] is not reasonable.

NAME:	SIGNATURE:	DATE:
-------	------------	-------

Exhibit B: Habitability Standards & Sample Inspection Checklist

Source: HUD HPRP Program

HPRP Housing Habitability Standards Inspection Checklist

About this Tool
<p>The standards for housing unit inspections under HPRP are the housing habitability standards described in Appendix C of the HPRP Notice. These standards apply only when a program participant is receiving financial assistance and moving into a new (different) unit. Inspections must be conducted upon initial occupancy and then on an annual basis for the term of HPRP assistance.</p> <p>The habitability standards are different from the Housing Quality Standards (HQS) used for other HUD programs. Because the HQS criteria are more stringent than the habitability standards, a grantee could use either standard. In contrast to HQS inspections, the habitability standards do not require a certified inspector. As such, HPRP program staff could conduct the inspections, using a form such as this one to document compliance.</p>

Instructions: Mark each statement as ‘A’ for approved or ‘D’ for deficient. The property must meet all standards in order to be approved. A copy of this checklist should be placed in the client file.

Approved or Deficient	Element
	1. <i>Structure and materials:</i> The structures must be structurally sound so as not to pose any threat to the health and safety of the occupants and so as to protect the residents from hazards.
	2. <i>Access:</i> The housing must be accessible and capable of being utilized without unauthorized use of other private properties. Structures must provide alternate means of egress in case of fire.
	3. <i>Space and security:</i> Each resident must be afforded adequate space and security for themselves and their belongings. Each resident must be provided with an acceptable place to sleep.
	4. <i>Interior air quality:</i> Every room or space must be provided with natural or mechanical ventilation. Structures must be free of pollutants in the air at levels that threaten the health of residents.
	5. <i>Water Supply:</i> The water supply must be free from contamination.
	6. <i>Sanitary Facilities:</i> Residents must have access to sufficient sanitary facilities that are in proper operating condition, may be used in privacy, and are adequate for personal cleanliness and the disposal of human waste.

	7. <i>Thermal environment:</i> The housing must have adequate heating and/or cooling facilities in proper operating condition.
	8. <i>Illumination and electricity:</i> The housing must have adequate natural or artificial illumination to permit normal indoor activities and to support the health and safety of residents. Sufficient electrical sources must be provided to permit use of essential electrical appliances while assuring safety from fire.
	9. <i>Food preparation and refuse disposal:</i> All food preparation areas must contain suitable space and equipment to store, prepare, and serve food in a sanitary manner.
	10. <i>Sanitary condition:</i> The housing and any equipment must be maintained in sanitary condition.
	11. <i>Fire safety:</i> Both conditions below must be met to meet this standard. <ul style="list-style-type: none"> a. Each unit must include at least one battery-operated or hard-wired smoke detector, in proper working condition, on each occupied level of the unit. Smoke detectors must be located, to the extent practicable, in a hallway adjacent to a bedroom. If the unit is occupied by hearing-impaired persons, smoke detectors must have an alarm system designed for hearing-impaired persons in each bedroom occupied by a hearing-impaired person. b. The public areas of all housing must be equipped with a sufficient number, but not less than one for each area, of battery-operated or hard-wired smoke detectors. Public areas include, but are not limited to, laundry rooms, day care centers, hallways, stairwells, and other common areas.

(Source: U.S. Department of Housing and Urban Development, Docket No. FR-5307-N-01, Notice of Allocations, Application Procedures, and Requirements for Homelessness Prevention and Rapid Re-Housing Grantees under the Recovery Act)

CERTIFICATION STATEMENT

I certify that I am not a HUD certified inspector and I have evaluated the property located at the address below to the best of my ability and find the following:

- Property meets all of the above standards.
- Property does not meet all of the above standards.

Therefore, I make the following determination:

- Property is approved.

Case Name:				
Street Address:				
Apartment:	City:	State:	Zip:	Date:
Evaluator's Signature:				
Please Print. Name:				
CBO Exec. Dir. Initial:				

Exhibit C: Sample Temporary Financial Assistance Request Form

(Source: NYC Department of Homeless Services)

Financial Assistance Request Overview			
Date			
Provider			
Client Name			
Client Type			
Request Type			
Eligibility Period	Start Date:	End Date:	
Assistance Period	Start Date:	End Date:	
Household Income	Amount:		
Previous funds disbursed	Total amount (including current request):		
Funding Source	<input type="checkbox"/> HPRP	<input type="checkbox"/> EAA	<input type="checkbox"/> EAF
Additional Comments			

(Title)	(Print Name)	(Signature)	(Date)

(Title)	(Print Name)	(Signature)	(Date)

(Title)	(Print Name)	(Signature)	(Date)

FINANCIAL ASSISTANCE REQUEST EVALUATION FORM (For DHS Use)

PROVIDER:

CLIENT NAME:

FAR SUBMITTED ON:

SOCIAL SECURITY:

REASON FOR NOT PROCESSING:

ELIGIBILITY:

- HPRP: Does not meet HPRP eligibility EAF: Does not meet EAF eligibility EAA: Does not meet EAA eligibility

Documentation required for each FAR:

- 1 FAR Cover Sheet not included
- 2 Insufficient justification of financial assistance request-missing (justification, Household assistance/benefit status, client contribution, futurability)
- 3 Financial Assistance Request form from database not included
- 4 Client responsibility form not included/not signed
- 5 Information in cover sheet not consistent with information on FAR form from database
- 6 Copy of service plan/client responsibility form (signature page) not included
- 7 Home visit report missing
- 8 Current household income documentation from most recent eligibility certification not included
- 9 Current Housing Status, Housing Options, Financial Resources and Support Networks (HS-1) form not included
- 10 Copy of current/valid Staff Affidavit not included
- 11 Request exceeds the period of eligibility

Other documentation based on financial assistance type:

- 12 Lease agreement missing
- 13 Lead Screening Worksheet missing
- 14 Habitability Standards Inspection Checklist missing
- 15 Copy of bill, receipt or other documentation to substantiate cost not included
- 16 Letter from real estate/broker not included
- 17 SSI/SSD award letter missing
- 18 Estimates from furniture not included
- 19 Copy of current utility bill not attached
- 20 Copy of temporary housing bill not attached
- 21 Other _____

Homebase Database requirements:

- 21 Incorrect family composition in database
- 22 Case notes not updated in database
- 23 No inspection form documented in database
- 24 No service referrals in database
- 25 No Homevisit contact in database
- 26 Financial Assistance status not approved by program. (i.e. CM approved)
- 27 Goal/Action-No activity between client and program in last 30 days
- 28 90 Service Plan review not completed
- 29 Request exceeds the period of eligibility

Other reasons for not processing

- 30 No other resources leveraged- (Diversion client must receive referral for Short Term Advantage)

Please address issue/s identified above within 3 days and resubmit FAR for processing.

Exhibit D: Sample Participant Agreement

(Source: HPRP)

Coordinated Services Team
Homeless Prevention Rapid Re-Housing Program

PROGRAM AGREEMENT

As a participant in the Homeless Prevention/Rapid Re-Housing Program, I/We,

Agree (Please check all that you agree with):

- To complete an initial intake.
- To complete an assessment with my assigned case manager.
- To answer all questions.
- To be an active participant in the development of my service plan.
- To work collaboratively with my case manager, other service provider staff, and landlord to maintain my housing
- To meet with my case manager at a minimum one per month
- To allow my case manager to meet me in my home.

I further understand that failure to comply with the above mentioned statements could result in the following:

- A meeting with members of the Housing Services Team to receive continued services
- A halt in the Housing Services Team providing financial resources and services to maintain housing or placement into housing
- In a termination of Homeless Prevention/Rapid Re-Housing funding and services

I agree with the terms and requirements to receive Homeless Prevention/Rapid Re-housing services. I also understand that providing false information may result in disqualification/termination from the program.

I understand that this is not an entitlement program. Decisions on participation are based on a review of information about a household and whether that household meets the criteria that are outlined in the federal program regulations, the availability of funds and staff needed for participation.

Client Signature

Date

Client Signature

Date

Staff Signature

Date

Housing Services Team
Homeless Prevention Rapid Re-Housing Program

CONSENT FOR RELEASE/EXCHANGE OF CONFIDENTIAL INFORMATION

Instructions:

To be signed by households that intend to receive HPRP services. This form allows the Housing Service Team (HST) to discuss the case via an exchange of information. This information then allows the committee to better plan for the household.

I/We, _____, authorize the Housing Services Team (HST) to exchange and release information with:

- | | |
|--|---|
| <input type="checkbox"/> Arlington County Government/DHS | <input type="checkbox"/> Volunteers of America, Ches. |
| <input type="checkbox"/> Arlington Alexandria Coalition for the Homeless | <input type="checkbox"/> Northern Virginia Family Service |
| <input type="checkbox"/> Doorways for Women and Families | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Arlington Street People's Assistance Network | |
| <input type="checkbox"/> Arlingtonians Ministering to Emergency Needs | |
| <input type="checkbox"/> Offender Aid and Restoration | |

For the purpose of case management services that will assist with:

- Financial resources to maintain housing or placement into housing
- Stabilization services to maintain current housing or placement into housing
- Coordinated service planning with my household and the Coordinated Services Team
- Referrals to other community services that will support my household/family

I have also been informed that I may, in writing to the Housing Services Team, revoke this consent for release/exchange of information at anytime and this may affect my continued eligibility.

I have been informed that the prohibitions of the Federal Rules and regulations on the Confidentiality of Alcohol and Drug Abuse Patient Records do not apply to the reporting, under state law, of incidents of suspected child abuse and neglect to the appropriate state or local authorities.

Unless otherwise indicated, this consent for the release/exchange of the information indicated above will be valid for a period of 12 months after I exit the Homeless Prevention/Rapid Re-housing program.

Client Signature

Date

Client Signature

Date

Staff Signature

Date

COLLABORATIVE SERVICE SYSTEM OF ARLINGTON
CSSA
SUMMARY NOTICE OF PERSONAL PRIVACY INFORMATION

This notice describes the privacy policy of the Collaborative Service Systems of Arlington (CSSA). Entering information in to the CSSA system is required for all participants in the Homeless Prevention Rapid Re-Housing Program. We may amend this policy at any time.

The following are examples of how we may use your information:

- To provide or coordinate services with other CSSA service providers by sharing your First name, Last name, Social Security Number, Date of Birth, and other pertinent information as necessary. Also additional profile information shall be capture that can include type of homelessness, last zip code of permanent address, etc.
- For payment or reimbursement of services.
- To obtain an unduplicated count of individuals receiving services in Arlington County in order to furnish the reports required.

You have the following rights regarding your personal information:

- You can inspect or get a copy of the information we maintain about you.
- You can ask us to correct any wrong information.
- You can ask us about our privacy policy.
- If you have a complaint regarding your personal privacy rights, you can submit the complaint to your Agency Administrator.
- You have a right to receive a copy of the FULL NOTICE for more details.

We assume that you agree to allow us to collect information and to use or disclose it as described in this notice. If you have any questions or concerns, contact your Agency Administrator or Case Manager.

Household Signature

Date

Household Signature

Date

Agency Staff Signature

Date

Exhibit E: Requirements for the Use of Supportive Services Grant Funds (NOFA, Dec. 17, 2010, Section G)

Cost Category	NOFA Language
Administrative Costs	Grantees may use a maximum of 10 percent of supportive services grant funds for administrative costs identified in § 62.70 of the Final Rule.
Rapid Re-Housing Assistance	Grantees must use between 60 and 75 percent of supportive services grant funds to provide supportive services to very low-income veteran families who either (i) are homeless and scheduled to become residents of permanent housing within 90 days pending the location or development of housing suitable for permanent housing, as described in § 62.11(a)(2) of the Final Rule, or (ii) have exited permanent housing within the previous 90 days to seek other housing that is responsive to their needs and preferences, as described in § 62.11(a)(3) of the Final Rule.
Prevention Assistance	Grantees must use between 20 and 35 percent of supportive services grant funds to provide supportive services to very low-income veteran families who are residing in permanent housing, as described in § 62.11(a)(1) of the Final Rule. VA encourages grantees to target prevention assistance to those very low income veteran families at the greatest risk of becoming homeless.
Temporary Financial Assistance	In conjunction with the requirements noted above, the grantee may utilize a maximum of 30 percent of supportive services grant funds to provide the supportive service of temporary financial assistance paid directly to a third party on behalf of a participant for child care, transportation, rental assistance, utility-fee payment assistance, security deposits, utility deposits, moving costs, and emergency supplies in accordance with §§ 62.33 and 62.34 of the Final Rule.

Exhibit F: Sample SSVF Staff Certification of Eligibility Form

On the following page is a sample template SSVF Staff Certification of Eligibility for SSVF assistance form.

Supportive Services for Veteran Families (SSVF) Program

STAFF CERTIFICATION OF ELIGIBILITY FOR SSVF ASSISTANCE

Purpose: This form serves as documentation that: (1) the SSVF participant named below meets all eligibility criteria for SSVF assistance; (2) this eligibility determination is based on true and complete information; (3) neither the staff member making this determination nor his or her supervisor are related to the program participant through family, business or other personal ties; and (4) this eligibility determination has not resulted from, nor will result in, any financial benefit to the staff member making this determination, his or her supervisor, or anyone related to them.

Instructions: This form must be completed for each SSVF participant upon the determination of his or her eligibility for SSVF assistance. This form must be signed and dated by the SSVF staff person who makes this determination and that person's supervisor and must be kept in the participant's case file. This form will remain valid, unless a different staff person re-determines the SSVF participant's eligibility, in which case a new form will be required.

Name of SSVF participant:
Names of family members in household*:

**All family members in household that will benefit from SSVF assistance should be listed.*

Required certifications: Each person signing below certifies to the following: (1) To the best of my knowledge, the SSVF participant named above meets all requirements to receive assistance under the Supportive Services for Veteran Families (SSVF) Program. (2) To the best of my knowledge and ability, all of the information used in making this eligibility determination is true and complete. (3) I am not related to the SSVF participant through family, business or other personal ties. (4) To the best of my knowledge, neither I nor anyone related to me has received or will receive any financial benefit for this eligibility determination. (5) I understand that fraud is investigated by the Department of Veterans Affairs, Office of Inspector General, and may be punished under Federal laws to include, but not limited to, 18 U.S.C. 1001 and 18 U.S.C. 641. (6) I understand that if any of these certifications is found to be false, I will be subject to criminal, civil and administrative penalties and sanctions.

SSVF Staff Signature: _____ Date: _____

SSVF Supervisor Signature: _____ Date: _____

Exhibit G: Income Inclusion and Exclusion Tables

Income Inclusions

This table presents SSVF income inclusions and can be found in Exhibit 5-2 of HUD's Housing Choice Voucher Program Guidebook. The following types of income must be counted when calculating annual income for purposes of determining SSVF eligibility:

General Category	Description
1. Earned Income	The full amount, before any payroll deductions, of wages and salaries, overtime pay, commissions, fees, tips and bonuses, and other compensation for personal services
2. Self Employment/Business Income	The net income from operation of a business or profession. Expenditures for business expansion or amortization of capital indebtedness shall not be used as deductions in determining net income. An allowance for depreciation of assets used in a business or profession may be deducted, based on straight line depreciation, as provided in Internal Revenue Service regulations. Any withdrawal of cash or assets from the operation of a business or profession will be included in income, except to the extent the withdrawal is reimbursement of cash or assets invested in the operation by the family
3. Interest & Dividend Income	Interest, dividends, and other net income of any kind from real or personal property. Expenditures for amortization of capital indebtedness shall not be used as a deduction in determining net income. An allowance for depreciation is permitted only as authorized in paragraph (2) of this section. Any withdrawal of cash or assets from an investment will be included in income, except to the extent the withdrawal is reimbursement of cash or assets invested by the family. Where the family has net family assets in excess of \$5,000, annual income shall include the greater of the actual income derived from net family assets or a percentage of the value of such assets based on the current passbook savings rate, as determined by HUD.
4. Pension/Retirement Income	The full amount of periodic payments received from social security, annuities, insurance policies, retirement funds, pensions, lotteries, disability or death benefits, and other similar types of periodic receipts, including a lump-sum payment for the delayed start of a periodic payment (but see No. 13 under Income Exclusions) (e.g. SSDI)
5. Unemployment & Disability Income	Payments in lieu of earnings, such as unemployment, worker's compensation, and severance pay (but see No. 3 under Income Exclusions)

General Category	Description
6. TANF/Public Assistance	<p>a. TANF/Public assistance received by the household.</p> <p>b. The amount of reduced TANF/Public assistance income that is disregarded specifically because the family engaged in fraud or failed to comply with an economic self-sufficiency or work activities requirement.</p> <p>c. If the TANF/Public assistance payment includes an amount specifically designated for shelter and utilities that is subject to adjustments by the TANF/Public assistance agency in accordance with the actual cost of shelter and utilities, the amount of TANF/Public assistance income to be included as income shall consist of:</p> <ul style="list-style-type: none"> (i) The amount of the allowance or grant exclusive of the amount specifically designated for shelter or utilities; plus (ii) The maximum amount that the TANF/Public assistance agency could in fact allow the family for shelter and utilities. <p>If the family's TANF/Public assistance is ratably reduced from the standard of need by applying a percentage, the amount calculated under this paragraph shall be the amount resulting from one application of the percentage; (e.g., TANF, AFCD, SSI, and general assistance available through state welfare programs)</p>
7. Alimony, Child Support and Foster Care Income	Periodic and determinable allowances, such as alimony and child support payments, and regular contributions or gifts received from persons not residing in the dwelling.
8. Armed Forces Income	All regular pay, special pay, and allowances of a member of the Armed Forces (whether or not living in the dwelling) who is head of the family, spouse, or other person whose dependents are residing in the unit (but see paragraph (7) under Income Exclusions).

Income Exclusions

This table presents SSVF income exclusions and can be found in Exhibit 5-2 of HUD's Housing Choice Voucher Program Guidebook.. The following types of income are not counted when calculating annual income for purposes of determining SSVF eligibility:

General Category	Description
1. Income of Children	Income from employment of children (including foster children) under the age of 18 years.
2. Income from Foster Care	Payments received for the care of foster children or foster adults (usually individuals with disabilities, unrelated to the tenant family, who are unable to live alone).

General Category	Description
3. Inheritance and Insurance Income	Lump-sum additions to family assets, such as inheritances, insurance payments (including payments under health and accident insurance and worker's compensation), capital gains and settlement for personal or property losses (except as provided in number 5 of Income Inclusions).
4. Medical Expense Reimbursements	Amounts received by the family that are specifically for, or in reimbursement of, the cost of medical expenses for any family member.
5. Income of Live-in Aides	Income of a live-in aide (as defined in 24 CFR 5.403).
6. Student Financial Aid	The full amount of student financial assistance paid directly to the student or to the educational institution.
7. Armed Forces Hostile Fire Pay	The special pay to a family member serving in the Armed Forces who is exposed to hostile fire.
8. Self-Sufficiency Program Income	<ul style="list-style-type: none"> a. Amounts received under training programs funded by HUD. b. Amounts received by a person with a disability that are disregarded for a limited time for purposes of Supplemental Security Income eligibility and benefits because they are set aside for use under a Plan to Attain Self-Sufficiency (PASS). c. Amounts received by a participant in other publicly assisted programs that are specifically for, or in reimbursement of, out-of-pocket expenses incurred (special equipment, clothing, transportation, childcare, etc.) and which are made solely to allow participation in a specific program. d. Amounts received under a resident service stipend. A resident service stipend is a modest amount (not to exceed \$200 per month) received by a resident for performing a service for the PHA or owner, on a part-time basis, that enhances the quality of life in the development. Such services may include, but are not limited to, fire patrol, hall monitoring, lawn maintenance, resident initiatives coordination, and serving as a member of the PHA's governing board. No resident may receive more than one such stipend during the same period of time. e. Incremental earnings and benefits resulting to any family member from participation in qualifying state or local employment training programs (including training not affiliated with a local government) and training of a family member as resident management staff. Amounts excluded by this provision must be received under employment training programs with clearly defined goals and objectives, and are excluded only for the period during which the family member participates in the employment training program.
9. Other Non Recurring	Temporary, nonrecurring, or sporadic income (including gifts).

General Category	Description
Income	
10. Reparations	Reparation payments paid by a foreign government pursuant to claims filed under the laws of that government by persons who were persecuted during the Nazi era.
11. Income from Full-time Students	Annual earnings in excess of \$480 for each full-time student 18 years old or older (excluding the head of household or spouse).
12. Adoption Assistance Payments	Adoption assistance payments in excess of \$480 annually per adopted child.
13. Social Security & SSI Income	Deferred periodic amounts from SSI and Social Security benefits that are received in a lump sum amount or in prospective monthly amounts.
14. Income Tax and Property Tax Refunds	Amounts received by the family in the form of refunds or rebates under state or local law for property taxes paid on the dwelling unit.
15. Home Care Assistance	Amounts paid by a state agency to a family with a member who has a developmental disability and is living at home to offset the cost of services and equipment needed to keep this developmentally disabled family member at home.
16. Other Federal Exclusions	<p>Amounts specifically excluded by any other federal statute from consideration as income for purposes of determining eligibility or benefits under a category of assistance programs that includes assistance under any program to which the exclusions of 24 CFR 5.609(c) apply, including:</p> <ul style="list-style-type: none"> ▪ The value of the allotment made under the Food Stamp Act of 1977; ▪ Payments received under the Domestic Volunteer Service Act of 1973 (employment through VISTA, Retired Senior Volunteer Program, Foster Grandparents Program, youthful offender incarceration alternatives, senior companions); ▪ Payments received under the Alaskan Native Claims Settlement Act; ▪ Income derived from the disposition of funds to the Grand River Band of Ottawa Indians; ▪ Income derived from certain submarginal land of the United States that is held in trust for certain Indian tribes; ▪ Payments or allowances made under the Department of Health and Human Services' Low-Income Home Energy Assistance Program; ▪ Payments received under the Maine Indian Claims Settlement Act of 1980 (25 U.S.C. 1721); ▪ The first \$2,000 of per capita shares received from judgment funds awarded by the Indian Claims Commission or the U.S. Claims Court

General Category	Description
	<p>and the interests of individual Indians in trust or restricted lands, including the first \$2,000 per year of income received by individual Indians from funds derived from interests held in such trust or restricted lands;</p> <ul style="list-style-type: none"> ▪ Amounts of scholarships funded under Title IV of the Higher Education Act of 1965, including awards under the Federal workstudy program or under the Bureau of Indian Affairs student assistance programs; ▪ Payments received from programs funded under Title V of the Older Americans Act of 1985 (Green Thumb, Senior Aides, Older American Community Service Employment Program); ▪ Payments received on or after January 1, 1989, from the Agent Orange Settlement Fund or any other fund established pursuant to the settlement in the In Re Agent Orange product liability litigation, M.D.L. No. 381 (E.D.N.Y.); ▪ Earned income tax credit refund payments received on or after January 1, 1991, including advanced earned income credit payments; ▪ The value of any child care provided or arranged (or any amount received as payment for such care or reimbursement for costs incurred for such care) under the Child Care and Development Block Grant Act of 1990; ▪ Payments received under programs funded in whole or in part under the Job Training Partnership Act (employment and training programs for Native Americans and migrant and seasonal farm workers, Job Corps, state job training programs and career intern programs, AmeriCorps); ▪ Payments by the Indian Claims Commission to the Confederated Tribes and Bands of Yakima Indian Nation or the Apache Tribe of Mescalero Reservation; ▪ Allowances, earnings, and payments to AmeriCorps participants under the National and Community Service Act of 1990; ▪ Any allowance paid under the provisions of 38 U.S.C. 1805 to a child suffering from spina bifida who is the child of a Vietnam Veteran; ▪ Any amount of crime victim compensation (under the Victims of Crime Act) received through crime victim assistance (or payment or reimbursement of the cost of such assistance) as determined under the Victims of Crime Act because of the commission of a crime against the participant under the Victims of Crime Act; and ▪ Allowances, earnings, and payments to individuals participating in programs under the Workforce Investment Act of 1998.

Exhibit H: Sample Income Calculation Worksheet

A sample income calculation worksheet can be found on the following page – see www.va.gov/homeless/SSVF/asp for an electronic version of this worksheet.

SSVF Income Eligibility Calculation Worksheet

To be eligible for SSVF, households must be at or below 50% of the Area Median Income (and meet other SSVF eligibility requirements). Grantees may use this sample worksheet to determine whether an applicant household meets the SSVF income eligibility threshold. A copy of this worksheet should be kept in the SSVF participant case file. For additional information on SSVF eligibility requirements and documentation standards, see the SSVF Program Guide.

Household Member Number	Household Member Name	Age of Household Member			
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
Total Household Members (Household size)					
50% of Area Median Income (AMI) for Household Size		\$ -			
Household Member Number/Name	Sources of Household Income	Gross Documented Current Income Amount	Frequency of Income	Number of Payments per Year	Annual Gross Income (gross income amount X # of payments per year)
	Earned Income (for ADULT household members only)	\$ -			\$ -
	Earned Income (for ADULT household members only)	\$ -			\$ -
	Earned Income (for ADULT household members only)	\$ -			\$ -
	Self-employment/business income	\$ -			\$ -
	Self-employment/business income	\$ -			\$ -
	Interest & Dividend Income	\$ -			\$ -
	Interest & Dividend Income	\$ -			\$ -
	Pension/Retirement Income	\$ -			\$ -
	Pension/Retirement Income	\$ -			\$ -
	Unemployment & Disability Income	\$ -			\$ -
	Unemployment & Disability Income	\$ -			\$ -
	TANF/Public Assistance	\$ -			\$ -
	TANF/Public Assistance	\$ -			\$ -
	Alimony, Child Support and Foster Care Income	\$ -			\$ -
	Alimony, Child Support and Foster Care Income	\$ -			\$ -
	Armed Forces Income	\$ -			\$ -
	Armed Forces Income	\$ -			\$ -
	Other (specify):	\$ -			\$ -
	Other (specify):	\$ -			\$ -
Total Annual Gross Income from all Sources					\$ -
50% of Area Median Income for Household Size					\$ -
Variance (If less than AMI, then household is income eligible)					\$ -
Is the household at or below 50% Area Median Income?					YES-Income Eligible
					NO-Not Income Eligible

Exhibit I: SSVF Income Verification Certification Template

On the following page is a sample SSVF income verification certification form.

Supportive Services for Veteran Families (SSVF) Program

VERIFICATION OF INCOME

SSVF Participant Name: _____

Instructions for Employer/Payment Source Representative: This is to certify the income received by the above named individual for purposes of participating in the SSVF Program. This information will be used only to determine the eligibility status and level of benefit of the household. **Complete only the selected section below that includes an authorization to release information.**

Please return this form to:

Name & Title: _____ Phone: _____
Address: _____ Fax: _____
Email: _____

Employment Income

SSVF Participant Release: I hereby authorize the release of the following employment information.

SSVF Participant Signature: _____ Date: _____

Employer representative to complete this section:

The person named above is employed by _____ since _____.
He/she is paid \$_____ on a _____ basis and is currently working an average of _____ hours per _____.

Additional compensation please specify (if any): _____
Probability of continued employment: _____

Authorized Employer Representative Signature: _____ Date: _____

Name, Title: _____

Address and Phone: _____

Payments and/or Benefit Income (complete one form for each distinct source of income for person named above)

CIRCLE ONE: Social Security/SSI	Pension/Retirement	TANF
Public Assistance	Unemployment Compensation	Workers Compensation
Alimony Payments	Foster Care Payments	Child Support Payments
Armed Forces Income	Other (pls. specify) _____	

SSVF Participant Release: I hereby authorize the release of the following payment and/or benefit information.

SSVF Participant Signature: _____ Date: _____

Payment source representative to complete this section:

Payments or benefits in the amount of \$_____ are paid on a _____ basis.

The expected duration of the payments or benefits is _____.

Authorized Payment Source Representative Signature: _____ Date: _____

Name, Title: _____

Address and Phone: _____

Exhibit J: SSVF Homeless Certification Template

On the following page is a sample SSVF homeless certification template.

Supportive Services for Veteran Families (SSVF) Program

HOMELESS CERTIFICATION

SSVF Participant Name: _____

Household without dependent children

Household with dependent children

Number of persons in the household: _____

This is to certify that the above named individual or household is currently homeless based on the check mark, other indicated information, and signature indicating their current living situation.

Check only one box and complete only that section.

Living Situation: place not meant for human habitation (e.g., cars, parks, abandoned buildings, streets/sidewalks)

The person(s) named above is/are currently living in (or, if currently in hospital or other institution, was living in immediately prior to hospital/institution admission) a public or private place not designed for, or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus station, airport, or camp ground.

Description of current living situation: _____

Homeless Street Outreach Program Name: _____

This certifying agency must be recognized by the local Continuum of Care (CoC) as an agency that has a program designed to serve persons living on the street or other places not meant for human habitation. Examples may be street outreach workers, day shelters, soup kitchens, Health Care for the Homeless sites, etc.

Authorized Agency Representative Signature: _____ Date: _____

Living Situation: Emergency Shelter

The person(s) named above is/are currently living in (or, if currently in hospital or other institution, was living in immediately prior to hospital/institution admission) a supervised publicly or privately operated shelter as follows:

Emergency Shelter Program Name: _____

This emergency shelter must appear on the CoC's Housing Inventory Chart submitted as part of the most recent CoC Homeless Assistance application to HUD or otherwise be recognized by the CoC as part of the CoC inventory (e.g. newly established Emergency Shelter).

Authorized Agency Representative Signature: _____ Date: _____

Living Situation: Transitional Housing

The person(s) named above is/are currently living in a transitional housing program for persons who are homeless. The persons(s) named above is/are graduating from or timing out of the transitional housing program:

Transitional Housing Program Name: _____

This transitional housing program must appear on the CoC's Housing Inventory Chart submitted as part of the most recent CoC Homeless Assistance application to HUD or otherwise be recognized by the CoC as part of the CoC inventory (e.g. newly established Transitional Housing program).

Immediately prior to entering transitional housing the person(s) named above was/were residing in:

emergency shelter OR a place unfit for human habitation

Authorized Agency Representative Signature: _____ Date: _____

Living Situation: Domestic Violence

I certify that I or my family am/are fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions that relate to violence against me or a family member that has either taken place within my or my family's primary nighttime residence or has made me or my family afraid to return to our primary nighttime residence.

SSVF Participant Name: _____

SSVF Participant Signature: _____ Date: _____

Living Situation: Unaccompanied Youth Defined as Homeless under Other Federal Statutes

I certify that I have experienced a long-term period without living independently in permanent housing.

SSVF Participant Name: _____

SSVF Participant Signature: _____ Date: _____

The person(s) named above meet the definition of "homeless" as defined by one or more Federal statutes.

Program Name: _____

Authorized Agency Representative Signature: _____ Date: _____

Exhibit K: SSVF Self-Declaration of Income Template

On the following page is a sample SSVF self-declaration of income template.

Supportive Services for Veteran Families (SSVF) Program

SELF-DECLARATION OF INCOME

SSVF Participant Name: _____

This is to certify the income status for the above named individual. Income includes but is not limited to:

- The full amount of gross income earned before taxes and deductions.
- The net income earned from the operation of a business, i.e., total revenue minus business operating expenses. This also includes any withdrawals of cash from the business or profession for your personal use.
- Monthly interest and dividend income credited to an applicant's bank account and available for use.
- The monthly payment amount received from Social Security, annuities, retirement funds, pensions, disability and other similar types of periodic payments.
- Any monthly payments in lieu of earnings, such as unemployment, disability compensation, SSI, SSDI, and worker's compensation.
- Monthly income from government agencies excluding amounts designated for shelter, and utilities, WIC, food stamps, and childcare.
- Alimony, child support and foster care payments received from organizations or from persons not residing in the dwelling.
- All basic pay, special day and allowances of a member of the Armed Forces excluding special pay for exposure to hostile fire.

Check only one box and complete only that section.

I certify, under penalty of perjury, that I currently receive the following income:

Source: _____ Amount: _____ Frequency: _____
Source: _____ Amount: _____ Frequency: _____
Source: _____ Amount: _____ Frequency: _____

SSVF Participant Signature: _____ Date: _____

I certify, under penalty of perjury, that I do not have any income from any source at this time.

SSVF Participant Signature: _____ Date: _____

SSVF Staff Verification

I understand that third-party verification is the preferred method of certifying income for SSVF assistance. I understand self declaration is only permitted when I have attempted to but cannot obtain third party verification.

Documentation of attempt made for third-party verification:

SSVF Staff Signature: _____ Date: _____

Exhibit L: SSVF Self-Declaration of Housing Status

On the following page is a sample SSVF self-declaration of housing status.

Supportive Services for Veteran Families (SSVF) Program

SELF-DECLARATION OF HOUSING STATUS

SSVF Participant Name: _____

- Household without dependent children (complete one form for each adult in the household)
- Household with dependent children (complete one form for household)
- Number of persons in the household: _____

This is to certify the housing status of the above named individual or household, based on the following and other indicated information and the signed declaration by the applicant.

Check only one:

- I [and my children] am/are currently residing in permanent housing.
- I [and my children] am/are homeless and scheduled to become a resident of permanent housing within 90 days pending the location or development of housing suitable for permanent housing.
- I [and my children] have exited permanent housing within the previous 90 days to seek other housing that is responsive to the my/our needs and preferences.

I certify that the information above and any other information I have provided in applying for SSVF assistance is true, accurate and complete.

SSVF Participant Signature: _____ Date: _____

SSVF Staff Certification

I understand that third-party verification is the preferred method of certifying housing status for an individual who is applying for SSVF assistance. I understand self-declaration is only permitted when I have attempted to but cannot obtain third party verification.

Documentation of attempt made for third-party verification:

SSVF Staff Signature: _____ Date: _____

Exhibit M: Required SSVF HMIS Data Elements

HUD #	Universal Data Elements	Subjects	Collect at Entry	Collect at Exit	Collect at 90 days
3.1	Name	All Persons in the Household	X		
3.2	Social Security Number	All Persons in the Household	X		
3.3	Date of Birth	All Persons in the Household	X		
3.4	Race	All Persons in the Household	X		
3.5	Ethnicity	All Persons in the Household	X		
3.6	Gender	All Persons in the Household	X		
3.7	Veteran Status	All Adults in Household	X		
3.8	Disabling Condition	All Persons in the Household	X		
3.9	Residence Prior to Program Entry	All Adults in Household and Unaccompanied Youth	X		
3.9a	Length of Stay in Previous Place	All Adults in Household and Unaccompanied Youth	X		
3.10	Zip Code of Last Permanent Address	All Adults in Household and Unaccompanied Youth	X		
3.11	Housing Status	All Persons in the Household	X	X	
3.12	Program Entry Date	All Persons in the Household	X		
3.13	Program Exit Date	All Persons in the Household		X	
3.14	Unique Person Identification Number	All Persons in the Household – System Generated	X		
3.15	Household Identification Number	All Persons in the Household – System Generated	X		
4.1	Source and Amount of Income	All Persons in the Household	X	X	X
4.1a	Income Received in Last 30 Days	All Persons in the Household	X	X	X
4.2	Non-Cash Benefits	All Persons in the Household	X	X	X
4.2a	Non-Cash Benefits Received in Last 30 Days	All Persons in the Household	X	X	X
4.10	Destination	All Persons in the Household		X	
4.13	Financial Assistance Provided ⁷	All Persons in the Household	X		X
4.14	Housing Relocation & Stabilization Services Provided ⁸	All Persons in the Household		X	X

⁷ Rent Assistance should be tracked in HMIS as “Rent”; Utility Assistance should be tracked in HMIS as either “Utility deposit” or “Utility payment”; Moving Expenses should be tracked in HMIS as “Moving cost assistance”

⁸ Outreach Services should be tracked in HMIS as “Outreach and engagement”; Case Management Services should be tracked in HMIS as “Case management”; Assistance in Obtaining VA Benefits and Assistance in Obtaining Other Public Benefits should both be tracked as “case management” in HMIS.

Exhibit N: Documentation Standards

Standards and procedures for documenting eligibility related to housing status are further detailed in the tables on the following pages. Documentation requirements are organized according to the following:

- 1. Income Documentation Standards**
- 2. Housing Options / Resources Eligibility Documentation (for all participants)**
- 3. Occupying Permanent Housing Category 1 Documentation**
- 4. Occupying Permanent Housing Category 2 Documentation**
- 5. Occupying Permanent Housing Category 3 Documentation**

1. Income Documentation Standards

Standards and procedures for documenting eligibility related to income are further detailed in the tables on the following pages. While VA has established standards for various types of income, VA recognizes that in some instances only participant self-declaration may be possible. This method should be used only as a *last resort* when all other verification methods are not possible or reasonable. When using participant self-declaration, grantees should document why a higher verification standard was not used. Be sure to include this in the case file.

Type of Income	Include in Income Calculation?	Acceptable Types of Documentation	Documentation Standards	
Wages and Salary, etc.	Yes	Copy of most recent paystub(s)	<ul style="list-style-type: none"> ▪ Obtain copy(ies) of most recent pay stub(s) from participant. ▪ Include copy(ies) in participant file. 	
		OR		
		Written verification of income. See sample SSVF Verification of Income template in Exhibit I.	<ul style="list-style-type: none"> ▪ Mail, fax or email written verification of income request directly to the employer(s). ▪ Obtain signed and dated verification of income from employer(s). At a minimum, written verification should include the following: <ul style="list-style-type: none"> ○ Name of employer and participant name ○ Pay amount and frequency ○ Average hours worked per week ○ Amount of any additional compensation ○ Contact information for authorized employer representative ○ Signed and dated by authorized employer representative ▪ Include verification of income in participant file. 	
		OR <i>(if written third party documentation cannot be obtained)</i>		
		Oral verification of income. See sample SSVF Verification of Income template in Exhibit I.	<ul style="list-style-type: none"> ▪ Contact the employer(s) by phone or in person to obtain oral verification of income. ▪ Document oral verification of income. At a minimum, oral verification should include the following: <ul style="list-style-type: none"> ○ Name of employer and participant name ○ Date of hire ○ Pay amount and frequency ○ Average hours worked per week ○ Amount of any additional compensation ○ Contact information for authorized employer representative ○ Signed and dated by SSVF staff who obtained oral verification ▪ Include SSVF Verification of Income in participant file. 	
OR <i>(if written documentation or oral third party verification cannot be obtained)</i>				
Self-declaration of income. See sample SSVF Self-	<ul style="list-style-type: none"> ▪ Obtain signed and dated original self-declaration of income from participant. At a minimum, self-declaration should include the following: 			

Type of Income	Include in Income Calculation?	Acceptable Types of Documentation	Documentation Standards
		Declaration of Income template in Exhibit K .	<ul style="list-style-type: none"> ○ Source of income ○ Income amount and frequency ○ Signed and dated by SSVF participant ▪ Grantee should document attempt to obtain third party verification (written or oral) and sign self-declaration of income. ▪ Include self-declaration of income in participant file.
Self-Employment / Business income ⁹	Yes	Copy of most recent federal or state tax return showing net business income	<ul style="list-style-type: none"> ▪ Obtain copy of most recent federal or state tax return from the participant. ▪ Include copy in participant file.
		OR <i>(if written documentation cannot be obtained)</i>	
		Self-declaration of income. See sample SSVF Self-Declaration of Income template in Exhibit K .	<ul style="list-style-type: none"> ▪ Obtain signed and dated original self-declaration of income from participant. At a minimum, self-declaration should include the following: <ul style="list-style-type: none"> ○ Source of income ○ Income amount and frequency ○ Signed and dated by SSVF participant ▪ Grantee should document attempt to obtain third party verification (written or oral) and sign self-declaration of income. ▪ Include self-declaration of income in participant file.
Interest and Dividend Income	Yes	Copy of most recent interest or dividend income statement	<ul style="list-style-type: none"> ▪ Obtain copy(ies) of most recent interest or dividend income statement from participant. ▪ Include copy(ies) in participant file.
		OR	
		Copy of most recent federal or state tax return showing interest, dividend or other net income	<ul style="list-style-type: none"> ▪ Obtain copy of most recent federal or state tax return from the participant. ▪ Include copy in participant file.
		OR <i>(if written documentation cannot be obtained)</i>	

⁹ It can be a challenge for Grantees to obtain 3rd party verification of self-employment income. When 3rd party verification is not available, the Grantee should always request a notarized tenant declaration that includes a perjury statement.

Type of Income	Include in Income Calculation?	Acceptable Types of Documentation	Documentation Standards
		Self-declaration of income. See sample SSVF Self-Declaration of Income template in Exhibit K .	<ul style="list-style-type: none"> ▪ Obtain signed and dated original self-declaration of income from participant. At a minimum, self-declaration should include the following: <ul style="list-style-type: none"> ○ Source of income ○ Income amount and frequency ○ Signed and dated by SSVF participant ▪ Grantee should document attempt to obtain third party verification (written or oral) and sign self-declaration of income. ▪ Include self-declaration of income in participant file.
Pension/Retirement Income	Yes	Copy of most recent payment statement or benefit notice from Social Security Administration (SSA), pension provider, or other source	<ul style="list-style-type: none"> ▪ Obtain copy(ies) of most recent benefit notice, pension statement or other payment statement from participant. ▪ Include copy(ies) in participant file.
		OR <i>(if written documentation cannot be obtained)</i>	
		Written verification of income. See sample SSVF Verification of Income template in Exhibit I .	<ul style="list-style-type: none"> ▪ Mail, fax or email verification of income request directly to the Social Security Administration, pension provider or other source. ▪ Obtain signed and dated verification of income from income source. At a minimum, written verification should include the following: <ul style="list-style-type: none"> ○ Name of income source ○ Income amount and frequency ○ Contact information for authorized income source representative ○ Signed and dated by authorized income source representative ▪ Include SSVF Verification of Income in participant file.
		OR <i>(if written third party documentation cannot be obtained)</i>	
Oral verification of income. See sample SSVF Verification of Income template in Exhibit I .	<ul style="list-style-type: none"> ▪ Contact the source(s) by phone or in person to obtain oral verification of income. ▪ Document oral verification of income. At a minimum, oral verification should include the following: <ul style="list-style-type: none"> ○ Name of income source ○ Income amount and frequency ○ Contact information for authorized income source representative ○ Signed and dated by SSVF staff who obtained oral verification ▪ Include SSVF Verification of Income in participant file. 		

Type of Income	Include in Income Calculation?	Acceptable Types of Documentation	Documentation Standards
			<p style="text-align: center;">OR <i>(if written documentation or oral third party verification cannot be obtained)</i></p> <ul style="list-style-type: none"> ▪ Obtain signed and dated original self-declaration of income from participant. At a minimum, self-declaration should include the following: <ul style="list-style-type: none"> ○ Source of income ○ Income amount and frequency ○ Signed and dated by SSVF participant ▪ Grantee should document attempt to obtain third party verification (written or oral) and sign self-declaration of income. ▪ Include self-declaration of income in participant file.
Unemployment and Disability Income	Yes	Copy of most recent unemployment, worker's compensation, SSI, SSDI, or severance payment statement or benefit notice	<ul style="list-style-type: none"> ▪ Obtain copy(ies) of most recent payment statement(s) and/or benefit notice(s) from participant. ▪ Include copy(ies) in participant file.
		Written verification of income. See sample SSVF Verification of Income template in Exhibit I .	<p style="text-align: center;">OR</p> <ul style="list-style-type: none"> ▪ Mail, fax or email verification of income request directly to the unemployment administrator, worker's compensation administrator, or former employer. ▪ Obtain signed and dated verification of income from income source. At a minimum, written verification should include the following: <ul style="list-style-type: none"> ○ Name of income source, and participant name ○ Income amount and frequency ○ Contact information for authorized income source representative ○ Signed and dated by authorized income source representative ▪ Include verification of income in participant file.
		Oral verification of income. See sample SSVF Verification of Income template in Exhibit I .	<p style="text-align: center;">OR <i>(if written third party documentation cannot be obtained)</i></p> <ul style="list-style-type: none"> ▪ Contact the source(s) by phone or in person to obtain oral verification of income. ▪ Document oral verification of income. At a minimum, oral verification should include the following: <ul style="list-style-type: none"> ○ Name of income source, and participant name ○ Income amount and frequency ○ Contact information for authorized income source representative ○ Signed and dated by SSVF staff who obtained oral verification ▪ Include SSVF Verification of Income in participant file.

Type of Income	Include in Income Calculation?	Acceptable Types of Documentation	Documentation Standards
			<p style="text-align: center;">OR <i>(if written documentation or oral third party verification cannot be obtained)</i></p> <ul style="list-style-type: none"> ▪ Obtain signed and dated original self-declaration of income from participant. At a minimum, self-declaration should include the following: <ul style="list-style-type: none"> ○ Source of income ○ Income amount and frequency ○ Signed and dated by SSVF participant ▪ Grantee should document attempt to obtain third party verification (written or oral) and sign self-declaration of income. ▪ Include self-declaration of income in participant file.
TANF/ Public Assist- ance	Yes	Copy of most recent welfare payment statement or benefit notice	<ul style="list-style-type: none"> ▪ Obtain copy(ies) of most recent benefit notice(s) or payment statement(s) from participant. ▪ Include copy(ies) in participant file.
		Written verification of income. See sample SSVF Verification of Income template in Exhibit I .	<p style="text-align: center;">OR</p> <ul style="list-style-type: none"> ▪ Mail, fax or email verification of income request directly to the welfare administrator. ▪ Obtain signed and dated verification of income from income source. At a minimum, written verification should include the following: <ul style="list-style-type: none"> ○ Name of income source, and participant name ○ Income amount and frequency ○ Contact information for authorized income source representative ○ Signed and dated by authorized income source representative ▪ Include verification of income in participant file.
		Oral verification of income. See sample SSVF Verification of Income template in Exhibit I .	<p style="text-align: center;">OR <i>(if written third party documentation cannot be obtained)</i></p> <ul style="list-style-type: none"> ▪ Contact the source(s) by phone or in person to obtain oral verification of income. ▪ Document oral verification of income. At a minimum, oral verification should include the following: <ul style="list-style-type: none"> ○ Name of income source, and participant name ○ Income amount and frequency ○ Contact information for authorized income source representative ○ Signed and dated by SSVF staff who obtained oral verification ▪ Include SSVF Verification of Income in participant file.
			<p style="text-align: center;">OR <i>(if written documentation or oral third party verification cannot be obtained)</i></p>

Type of Income	Include in Income Calculation?	Acceptable Types of Documentation	Documentation Standards
		Self-declaration of income. See sample SSVF Self-Declaration of Income template in Exhibit K .	<ul style="list-style-type: none"> ▪ Obtain signed and dated original self-declaration of income from participant. At a minimum, self-declaration should include the following: <ul style="list-style-type: none"> ○ Source of income ○ Income amount and frequency ○ Signed and dated by SSVF participant ▪ Grantee should document attempt to obtain third party verification (written or oral) and sign self-declaration of income. ▪ Include self-declaration of income in participant file.
Alimony, Child Support, Foster Care Payments	Yes	Copy of most recent alimony, foster care, child support or other contributions or gift payment statements, notice, or order	<ul style="list-style-type: none"> ▪ Obtain copy(ies) of most recent payment statement(s), notice(s) or order (e.g. court ordered child support) from participant. ▪ Include copy(ies) in participant file.
		OR	
		Written verification of income. See sample SSVF Verification of Income template in Exhibit I .	<ul style="list-style-type: none"> ▪ Mail, fax or email verification of income request directly to the child support enforcement agency, court liaison, or other source. ▪ Obtain signed and dated verification of income from income source. At a minimum, written verification should include the following: <ul style="list-style-type: none"> ○ Name of income source, and participant name ○ Income amount and frequency ○ Contact information for authorized income source representative ○ Signed and dated by authorized income source representative ▪ Include SSVF Verification of Income in participant file.
		OR <i>(if written third party documentation cannot be obtained)</i>	
Oral verification of income. See sample SSVF Verification of Income template in Exhibit I .	<ul style="list-style-type: none"> ▪ Contact the source(s) by phone or in person to obtain oral verification of income. ▪ Document oral verification of income. At a minimum, oral verification should include the following: <ul style="list-style-type: none"> ○ Name of income source, and participant name ○ Income amount and frequency ○ Contact information for authorized income source representative ○ Signed and dated by SSVF staff who obtained oral verification ▪ Include SSVF Verification of Income in participant file. 		

Type of Income	Include in Income Calculation?	Acceptable Types of Documentation	Documentation Standards
			<p style="text-align: center;">OR <i>(if written documentation or oral third party verification cannot be obtained)</i></p> <ul style="list-style-type: none"> ▪ Obtain signed and dated original self-declaration of income from participant. At a minimum, self-declaration should include the following: <ul style="list-style-type: none"> ○ Source of income ○ Income amount and frequency ○ Signed and dated by SSVF participant ▪ Grantee should document attempt to obtain third party verification (written or oral) and sign self-declaration of income. ▪ Include self-declaration of income in participant file.
Armed Forces Income	Yes	Copy of pay stubs, payment statement, or other government issued statement indicating income amount	<ul style="list-style-type: none"> ▪ Obtain copy(ies) of most recent payment stub(s), statement(s), or other government issued statement from participant. ▪ Include copy(ies) in participant file.
			<p style="text-align: center;">OR</p> <ul style="list-style-type: none"> ▪ Mail, fax or email verification of income request directly to the appropriate armed services representative. ▪ Obtain signed and dated verification of income from income source. At a minimum, written verification should include the following: <ul style="list-style-type: none"> ○ Name of income source, and participant name ○ Income amount and frequency ○ Contact information for authorized income source representative ○ Signed and dated by authorized income source representative ▪ Include SSVF Verification of Income in participant file.
			<p style="text-align: center;">OR <i>(if written third party documentation cannot be obtained)</i></p> <ul style="list-style-type: none"> ▪ Contact the source(s) by phone or in person to obtain oral verification of income. ▪ Document oral verification of income. At a minimum, oral verification should include the following: <ul style="list-style-type: none"> ○ Name of income source, and participant name ○ Income amount and frequency ○ Contact information for authorized income source representative ○ Signed and dated by SSVF staff who obtained oral verification ▪ Include SSVF Verification of Income in participant file.
		Oral verification of income. See sample SSVF Verification of Income template in Exhibit I .	

Type of Income	Include in Income Calculation?	Acceptable Types of Documentation	Documentation Standards
			OR <i>(if written documentation or oral third party verification cannot be obtained)</i>
		Self-declaration of income. See sample SSVF Self-Declaration of Income template in Exhibit K .	<ul style="list-style-type: none"> ▪ Obtain signed and dated original self-declaration of income from participant. At a minimum, self-declaration should include the following: <ul style="list-style-type: none"> ○ Source of income ○ Income amount and frequency ○ Signed and dated by SSVF participant ▪ Grantee should document attempt to obtain third party verification (written or oral) and sign self-declaration of income. ▪ Include self-declaration of income in participant file.
No Income Reported	N/A	Self-declaration of income. See sample SSVF Self-Declaration of Income template in Exhibit K .	<ul style="list-style-type: none"> ▪ Obtain signed and dated original self-declaration of income from participant. At a minimum, self-declaration should include the following: <ul style="list-style-type: none"> ○ Statement indicating “no current income” ○ Signed and dated by SSVF participant ▪ Grantee should document attempt to obtain third party verification (written or oral) and sign self-declaration of income. ▪ Include self-declaration of income in participant file.

2. Housing Options/Resources Eligibility Documentation

Note: Grantees are encouraged to assess and document other housing options and resources for all SSVF participants.

Housing Options and Resources	Acceptable Types of Documentation	Documentation Standards
Other Subsequent Housing Options	Assessment form or other documentation (e.g. case notes) of housing options by SSVF case manager or other authorized SSVF staff	<ul style="list-style-type: none"> ▪ Assess with participant all other appropriate (i.e., safe, affordable, available) subsequent housing options. ▪ Verify that no other appropriate subsequent housing options are available. ▪ <i>Assessment Form or Other Documentation Should</i> <ul style="list-style-type: none"> ○ Be documented by SSVF case manager or other authorized staff. ○ Include assessment summary or other statement indicating that participant has no other appropriate housing options. ○ Be signed and dated by SSVF case manager or other authorized SSVF staff. ▪ Include assessment indicating no other subsequent housing options in participant case file.
Financial Resources and Support Networks	Assessment form or other documentation (e.g. case notes) of financial	<ul style="list-style-type: none"> ▪ Assess with participant all financial resources AND support networks (i.e., friends, family or other personal sources of financial or material support) ▪ Verify that participant lacks financial resources and support networks to obtain other

Housing Options and Resources	Acceptable Types of Documentation	Documentation Standards
	resources and support networks by SSVF case manager or other authorized SSVF staff.	<p>appropriate subsequent housing or remain in their housing.</p> <ul style="list-style-type: none"> ▪ <i>Assessment Form or Other Documentation Should</i> <ul style="list-style-type: none"> ○ Be documented by SSVF case manager or other authorized staff. ○ Include review of current account balances in checking and savings accounts held by participant household. ○ Include assessment summary or other statement indicating that participant lacks financial resources and support networks to obtain other appropriate subsequent housing or remain in their housing. ○ Be signed and dated by SSVF case manager or other authorized SSVF staff ▪ Include assessment indicating insufficient financial resources and support networks in participant case file.

3. Occupying Permanent Housing Category 1 Eligibility Documentation

Living Situation	Acceptable Types of Documentation (in order of preference)	Documentation Standards
<p>Rented by Participant</p> <p><i>Potential loss of housing due to non-payment of rent</i></p>	Copy of written lease	<ul style="list-style-type: none"> ▪ Lease should identify the payee, the SSVF participant as tenant, the terms of the agreement (dates of tenancy, monthly amount due, etc.), and be current, signed by both parties and dated. <p>Note that a written lease is required for on-going financial assistance. If a written lease does not exist, one should be executed before on-going financial assistance can be provided. Self-declaration and third party verification of a pre-existing oral agreement cannot be used as a substitute when providing on-going financial assistance.</p> <ul style="list-style-type: none"> ▪ Include any documentation related to non-payment of rent in participant file.
<p>Rented by Participant</p> <p><i>Potential loss of housing due to utility non-payment</i></p>	<p>Copy of utility shut-off notice from utility company.</p> <p>AND</p> <p>If renting: copy of written lease indicating that tenant is responsible for utility at-risk of shut-off.</p>	<ul style="list-style-type: none"> ▪ Obtain copy of utility shut-off notice AND copy of lease. ▪ <i>Lease Should:</i> <ul style="list-style-type: none"> ○ Identify the payee, the SSVF participant as tenant, the terms of the agreement (dates of tenancy, monthly amount due, etc), and be current, signed by both parties and dated. ○ Indicate that utility at-risk of shut-off is tenant responsibility. <p>Note that a written lease is required for on-going financial assistance. If a written lease does not exist, one should be executed before on-going financial assistance can be provided. Self-declaration and third party verification of a pre-existing oral agreement cannot be used as a substitute when providing on-going financial assistance.</p> <ul style="list-style-type: none"> ▪ <i>Shut-Off Notice Should:</i>

Living Situation	Acceptable Types of Documentation (in order of preference)	Documentation Standards
		<ul style="list-style-type: none"> ○ Identify the SSVF participant and unit where SSVF participant is the leaseholder ○ Indicate that utility shut off/disconnection will be shut-off if payment not received ○ Be signed and dated by utility company representative and/or include utility company contact information ▪ <i>Include</i> utility shut-off notice and copy of lease in participant file.
<p>Rented by Participant</p> <p>OR</p> <p>Other Housing Occupied by Participant without Paying Rent (including housing shared with friends or family)</p> <p><i>Potential loss of housing due to foreclosure on rental property</i></p>	<p>Copy of notice indicating building in which participant is renting or otherwise residing is being foreclosed on</p> <p>AND</p> <p>Copy of written lease</p> <p>OR</p> <p>Copy of written lease between the owner and host family/friend</p>	<ul style="list-style-type: none"> ▪ Obtain copy of foreclosure notice (may include notice from landlord/property manager, court, published in local newspaper or other print or on-line public record documentation) AND copy of lease. ▪ <i>Lease Should:</i> <ul style="list-style-type: none"> ○ Identify the payee, SSVF participant (or host family/friend) as tenant, the terms of the agreement (dates of tenancy, monthly amount due, etc), and be current, signed by both parties and dated. ▪ <i>Foreclosure Notice Should:</i> <ul style="list-style-type: none"> ○ Identify the building or unit where SSVF participant is the leaseholder or is otherwise residing ○ Indicate that housing is being foreclosed on ○ If written notice to participant be signed and dated by the landlord or property manager. ▪ Include notice and copy of lease in participant file.
<p>Other Housing Occupied by Participant without Paying Rent (including housing shared with friends or family)</p> <p><i>Potential loss of housing due to eviction by host family/friend</i></p>	<p>Copy of eviction letter from host family or friend who owns or rents the housing that notifies the participant that they must leave</p> <p>AND</p> <p>Copy of written lease between the owner and host family/friend.</p>	<ul style="list-style-type: none"> ▪ Obtain copy of eviction letter (typed or handwritten) AND copy of lease. ▪ <i>Lease Should:</i> <ul style="list-style-type: none"> ○ Identify the payee, the SSVF host family/friend as tenant, the terms of the agreement (dates of tenancy, monthly amount due, etc), and be current, signed by both parties and dated. ▪ <i>Eviction Letter Should:</i> <ul style="list-style-type: none"> ○ Identify the SSVF participant and unit where SSVF participant is residing ○ Indicate that participant must leave owner's/renter's housing ○ Be signed and dated by the host owner/renter ▪ Include eviction letter and copy of lease in participant file.

Living Situation	Acceptable Types of Documentation (in order of preference)	Documentation Standards
<p>Rented by Participant</p> <p>OR</p> <p>Other Housing Occupied by Participant without Paying Rent (including housing shared with friends or family)</p> <p><i>Potential loss of housing due to uninhabitable conditions</i></p>	<p>Copy of notice from landlord/property manager, public health, code enforcement, fire marshal, child welfare or other government entity that housing is condemned</p> <p>AND</p> <p>Copy of written lease.</p>	<ul style="list-style-type: none"> ▪ Obtain copy of notice (may include notice published in local newspaper or government jurisdiction's website) AND copy of lease. ▪ <i>Lease Should:</i> <ul style="list-style-type: none"> ○ Identify the payee, the SSVF participant (or host family/friend) as tenant, the terms of the agreement (dates of tenancy, monthly amount due, etc), and be current, signed by both parties and dated. ▪ <i>Notice Should:</i> <ul style="list-style-type: none"> ○ Identify the building or unit where SSVF participant is the leaseholder or is otherwise residing ○ Indicate that housing is condemned (i.e., unfit for human habitation) ○ If written notice, be signed and dated by the landlord, property manager, public health, code enforcement, fire marshal, child welfare or other government entity. ▪ Include notice and copy of lease in participant file.
<p>Owned by Participant</p> <p><i>Potential loss of housing due to non-payment of mortgage and/or foreclosure on owner-occupied property</i></p>	<p>Copy of deed or mortgage and if applicable, copy of foreclosure notice from lending institution</p>	<ul style="list-style-type: none"> ▪ Obtain copy of deed or mortgage and if applicable, foreclosure notice. ▪ <i>Foreclosure Notice Should:</i> <ul style="list-style-type: none"> ○ Be on financial institution letterhead ○ Identify the SSVF participant and residence where SSVF participant is the homeowner ○ Indicate that participant must leave their housing ○ Be signed and dated by financial institution ▪ Include documentation in participant file.

4. Occupying Permanent Housing Category 2 Eligibility Documentation

Living Situation	Acceptable Types of Documentation <i>(in order of preference)</i>	Documentation Standards
Sleeping in an Emergency Shelter	Written documentation that the Veteran family is scheduled to become a resident of permanent housing within 90 days.	<ul style="list-style-type: none"> ▪ Obtain letter from future landlord / housing provider or SSVF staff certification or letter to the file.
	AND	
	HMIS record of shelter stay.	<ul style="list-style-type: none"> ▪ Obtain HMIS record showing shelter stay concurrent with SSVF program entry date. ▪ Include HMIS record in SSVF participant file.
	OR <i>(if HMIS record cannot be obtained)</i>	
	Written homeless certification. See Exhibit J for SSVF Homeless Certification template.	<ul style="list-style-type: none"> ▪ Obtain signed and dated original Homeless Certification from shelter provider. A Homeless Certification is a standardized form that, at a minimum, contains the following: <ul style="list-style-type: none"> ○ Name of the shelter program ○ Statement verifying current shelter occupancy of SSVF participant ○ Signed and dated by authorized shelter provider representative ▪ Include Homeless Certification in SSVF participant file.
OR <i>(if HMIS record and SSVF Homeless Certification cannot be obtained)</i>		
Emergency shelter provider letter.	<ul style="list-style-type: none"> ▪ Obtain letter from emergency shelter provider. ▪ <i>Letter Should:</i> <ul style="list-style-type: none"> ○ Be on shelter provider letterhead ○ Identify shelter program ○ Include statement verifying current shelter occupancy of SSVF participant, including most recent entry and exit (if applicable) dates. ○ Be signed and dated by shelter provider ▪ Include emergency shelter provider letter in participant file. 	
Place Not Meant for Human Habitation (e.g., cars, parks, abandoned buildings, streets/sidewalks)	Written documentation that the Veteran family is scheduled to become a resident of permanent housing within 90 days.	<ul style="list-style-type: none"> ▪ Obtain letter from future landlord / housing provider or SSVF staff certification or letter to the file.
	AND	

Living Situation	Acceptable Types of Documentation <i>(in order of preference)</i>	Documentation Standards
<p>Place Not Meant for Human Habitation (e.g., cars, parks, abandoned buildings, streets/sidewalks)</p>	<p>Written homeless certification. See Exhibit J for SSVF Homeless Certification template.</p>	<ul style="list-style-type: none"> ▪ Obtain signed and dated original Homeless Certification from homeless street outreach provider (may include other third-party referral source, such as a local law enforcement agency). A Homeless Certification is a standardized form that, at a minimum, contains the following: <ul style="list-style-type: none"> ○ Name of the outreach program ○ Statement verifying current living situation of SSVF participant ○ Signed and dated by authorized outreach provider representative ▪ Include Homeless Certification in SSVF participant file.
	<p>OR <i>(if SSVF Homeless Certification cannot be obtained)</i></p>	
	<p>Homeless street outreach provider or referral source letter.</p>	<ul style="list-style-type: none"> ▪ Obtain letter from homeless street outreach provider or referral source (e.g. local law enforcement agency). The letter may be from the SSVF-funded rapid re-housing provider if the provider also provides outreach to persons on the street as part of engagement and admission activities. ▪ <i>Letter Should</i> <ul style="list-style-type: none"> ○ Be on outreach provider or referral agency letterhead ○ Identify outreach program or referral agency ○ Include statement verifying current homeless status of SSVF participant ○ Be signed and dated by outreach provider or referral agency ▪ Include letter in participant file.
	<p>OR <i>(if SSVF Homeless Certification or provider letter cannot be obtained)</i></p>	
<p>Self-declaration of homelessness. See Exhibit K for SSVF Self-Declaration of Housing Status template.</p>	<ul style="list-style-type: none"> ▪ Obtain signed and dated original self-declaration from participant. ▪ Grantee should document attempt to obtain written third party verification and sign self-declaration form. ▪ Include self-declaration in participant file. 	

Living Situation	Acceptable Types of Documentation <i>(in order of preference)</i>	Documentation Standards
Hospital or Other Institution	Written documentation that the Veteran family is scheduled to become a resident of permanent housing within 90 days.	<ul style="list-style-type: none"> ▪ Obtain letter from future landlord / housing provider or SSVF staff certification or letter to the file.
	AND	
	Letter from hospital or other institution	<ul style="list-style-type: none"> ▪ Obtain letter from hospital or other institution. ▪ Letter Should: <ul style="list-style-type: none"> ○ Be on hospital or other institution letterhead ○ Include statement verifying current hospital/institution stay of SSVF participant ○ Include hospital/institution admission and discharge dates verifying that stay has been for 90 days or less ○ Be signed and dated by hospital/institution representative ▪ Include hospital/institution letter in participant file.
	AND <i>(to verify homeless status prior to hospital or other institution admission)</i>	
	HMIS record of shelter stay <i>(if previously sleeping in emergency shelter)</i> .	<ul style="list-style-type: none"> ▪ Obtain HMIS record showing shelter stay concurrent with SSVF program entry date. ▪ HMIS record should indicate shelter stay immediately prior to (i.e. the day before or same day as) hospital/institution admission date. ▪ Include HMIS record in SSVF participant file.
	OR <i>(if HMIS record cannot be obtained)</i>	
	Written homeless certification. See Exhibit J for sample SSVF Homeless Certification template <i>(if previously sleeping in emergency shelter or place not meant for human habitation)</i> .	<ul style="list-style-type: none"> ▪ Obtain signed and dated original Homeless Certification from shelter provider or homeless street outreach provider. ▪ Certification should verify homelessness (residing in shelter or place not meant for human habitation) immediately prior to (i.e. the day before or same day as) hospital/institution admission date. ▪ Include Homeless Certification in SSVF participant file.
OR <i>(if HMIS record or SSVF Homeless Certification cannot be obtained)</i>		
Emergency shelter provider or homeless street outreach	<ul style="list-style-type: none"> ▪ Obtain emergency shelter provider letter. ▪ Letter Should: 	

Living Situation	Acceptable Types of Documentation (in order of preference)	Documentation Standards
Hospital or Other Institution	provider letter (if previously sleeping in emergency shelter or place not meant for human habitation).	<ul style="list-style-type: none"> ○ Be on shelter provider letterhead ○ Identify shelter program ○ Include statement verifying shelter stay immediately prior to (i.e. the day before or same day as) hospital/institution admission date. ○ Be signed and dated by shelter provider ▪ Include documentation in SSVF participant file.
	OR (if HMIS record, SSVF Homeless Certification, or provider letter cannot be obtained)	
	Self-declaration of homelessness. See Exhibit L for SSVF Self-Declaration of Housing Status template (ONLY if previously sleeping in place not meant for human habitation).	<ul style="list-style-type: none"> ▪ Obtain signed and dated original self-declaration from participant. ▪ Self-declaration should verify homelessness (residing in shelter or place not meant for human habitation) immediately prior to (i.e. the day before or same day as) hospital/institution admission date. ▪ Grantee should document attempt to obtain written third party verification and sign SSVF Self-Declaration form. ▪ Include self-declaration in participant file.
Transitional Housing	Written documentation that the Veteran family is scheduled to become a resident of permanent housing within 90 days.	<ul style="list-style-type: none"> ▪ Obtain letter from future landlord / housing provider or SSVF staff certification or letter to the file.
	AND	
	Written homeless certification. See Exhibit J for SSVF Homeless Certification template.	<ul style="list-style-type: none"> ▪ Obtain signed and dated original Homeless Certification from transitional housing provider. A Homeless Certification is a standardized form that, at a minimum, contains the following: <ul style="list-style-type: none"> ○ Name of the transitional housing program ○ Statement verifying current transitional housing occupancy of SSVF participant. ○ Statement indicating the SSVF participant is graduating from or timing out of the transitional housing program ○ Statement verifying the SSVF participant was residing in emergency shelter or place not meant for human habitation immediately prior to transitional housing admission ○ Signed and dated by authorized transitional housing provider representative ▪ Include Homeless Certification in SSVF participant file.
OR		

Living Situation	Acceptable Types of Documentation (in order of preference)	Documentation Standards
<p>Transitional Housing</p>	<p>Transitional housing provider letter.</p>	<p><i>(if SSVF Homeless Certification cannot be obtained)</i></p> <ul style="list-style-type: none"> ▪ Obtain letter from transitional housing provider. ▪ <i>Letter Should:</i> <ul style="list-style-type: none"> ○ Be on transitional housing provider letterhead. ○ Identify transitional housing program. ○ Include statement verifying current transitional housing occupancy of SSVF participant. ○ Include statement verifying that SSVF participant is graduating from or timing out of transitional housing program. ○ Include statement verifying SSVF participant was residing in emergency shelter or place not meant for human habitation immediately prior to transitional housing admission. ○ Be signed and dated by transitional housing provider. ▪ Include transitional housing provider letter in participant file.
	<p>Domestic Violence</p>	<p>Written documentation that the Veteran family is scheduled to become a resident of permanent housing within 90 days.</p>
<p>Self-declaration of homelessness. See Exhibit K for sample SSVF Self-Declaration of Housing Status template.</p>		<p style="text-align: center;">AND</p> <ul style="list-style-type: none"> ▪ Obtain signed and dated original self-declaration from participant. ▪ Grantee should document attempt to obtain written third party verification and sign self-declaration form. ▪ Include self-declaration in participant file.

5. Occupying Permanent Housing Category 3 Eligibility Documentation

Living Situation	Acceptable Types of Documentation <i>(in order of preference)</i>	Documentation Standards	
Sleeping in an Emergency Shelter	Written documentation of the participant's exit from permanent housing within 90 days.	<ul style="list-style-type: none"> ▪ Obtain letter from prior landlord / housing provider / friend / family member or SSVF staff certification or letter to the file. 	
	AND		
	HMIS record of shelter stay.	<ul style="list-style-type: none"> ▪ Obtain HMIS record showing shelter stay concurrent with SSVF program entry date. ▪ Include HMIS record in SSVF participant file. 	
	OR <i>(if HMIS record cannot be obtained)</i>		
	Written homeless certification. See Exhibit J for sample SSVF Homeless Certification template	<ul style="list-style-type: none"> ▪ Obtain signed and dated original Homeless Certification from shelter provider. A Homeless Certification is a standardized form that, at a minimum, contains the following: <ul style="list-style-type: none"> ○ Name of the shelter program ○ Statement verifying current shelter occupancy of SSVF participant ○ Signed and dated by authorized shelter provider representative ▪ Include Homeless Certification in SSVF participant file. 	
	OR <i>(if HMIS record and SSVF Homeless Certification cannot be obtained)</i>		
Emergency shelter provider letter.	<ul style="list-style-type: none"> ▪ Obtain letter from emergency shelter provider. ▪ <i>Letter Should:</i> <ul style="list-style-type: none"> ○ Be on shelter provider letterhead ○ Identify shelter program ○ Include statement verifying current shelter occupancy of SSVF participant, including most recent entry and exit (if applicable) dates. ○ Be signed and dated by shelter provider ▪ Include emergency shelter provider letter in participant file. 		
Place Not Meant for Human Habitation (e.g., cars, parks,	Written documentation of the participant's exit from permanent housing within 90 days.	<ul style="list-style-type: none"> ▪ Obtain letter from previous landlord / housing provider / friend / family member or SSVF staff certification or letter to the file. 	
	AND		

Living Situation	Acceptable Types of Documentation (in order of preference)	Documentation Standards
abandoned buildings, streets/sidewalks)	Written homeless certification. See Exhibit J for sample SSVF Homeless Certification template	<ul style="list-style-type: none"> ▪ Obtain signed and dated original Homeless Certification from homeless street outreach provider (may include other third-party referral source, such as a local law enforcement agency). A Homeless Certification is a standardized form that, at a minimum, contains the following: <ul style="list-style-type: none"> ○ Name of the outreach program ○ Statement verifying current living situation of SSVF participant ○ Signed and dated by authorized outreach provider representative ▪ Include Homeless Certification in SSVF participant file.
	OR (if SSVF Homeless Certification cannot be obtained)	
	Homeless street outreach provider or referral source letter.	<ul style="list-style-type: none"> ▪ Obtain letter from homeless street outreach provider or referral source (e.g. local law enforcement agency). The letter may be from the SSVF-funded rapid re-housing provider if the provider also provides outreach to persons on the street as part of engagement and admission activities. ▪ <i>Letter Should</i> <ul style="list-style-type: none"> ○ Be on outreach provider or referral agency letterhead ○ Identify outreach program or referral agency ○ Include statement verifying current homeless status of SSVF participant ○ Be signed and dated by outreach provider or referral agency ▪ Include letter in participant file.
	OR (if SSVF Homeless Certification or provider letter cannot be obtained)	
Hospital or Other Institution	Self-declaration of homelessness. See Exhibit L for sample SSVF Self-Declaration of Housing Status template	<ul style="list-style-type: none"> ▪ Obtain signed and dated original self-declaration from participant. ▪ Grantee should document attempt to obtain written third party verification and sign self-declaration form. ▪ Include self-declaration in participant file.
	Written documentation of the participant's exit from permanent housing within 90 days.	<ul style="list-style-type: none"> ▪ Obtain letter from previous landlord / housing provider / friend / family member or SSVF staff certification or letter to the file.
AND		
	Letter from hospital or other institution	<ul style="list-style-type: none"> ▪ Obtain letter from hospital or other institution. ▪ Letter Should: <ul style="list-style-type: none"> ○ Be on hospital or other institution letterhead

Living Situation	Acceptable Types of Documentation (in order of preference)	Documentation Standards
Hospital or Other Institution		<ul style="list-style-type: none"> ○ Include statement verifying current hospital/institution stay of SSVF participant ○ Include hospital/institution admission and discharge dates verifying that stay has been for 90 days or less ○ Be signed and dated by hospital/institution representative ▪ Include hospital/institution letter in participant file.
	AND <i>(to verify homeless status prior to hospital or other institution admission)</i>	
	HMIS record of shelter stay (if previously sleeping in emergency shelter).	<ul style="list-style-type: none"> ▪ Obtain HMIS record showing shelter stay concurrent with SSVF program entry date. ▪ HMIS record should indicate shelter stay immediately prior to (i.e. the day before or same day as) hospital/institution admission date. ▪ Include HMIS record in SSVF participant file.
	OR <i>(if HMIS record cannot be obtained)</i>	
	Written homeless certification. See Exhibit J for sample SSVF Homeless Certification template if previously sleeping in emergency shelter or place not meant for human habitation).	<ul style="list-style-type: none"> ▪ Obtain signed and dated original Homeless Certification from shelter provider or homeless street outreach provider. ▪ Certification should verify homelessness (residing in shelter or place not meant for human habitation) immediately prior to (i.e. the day before or same day as) hospital/institution admission date. ▪ Include Homeless Certification in SSVF participant file.
	OR <i>(if HMIS record or SSVF Homeless Certification cannot be obtained)</i>	
	Emergency shelter provider or homeless street outreach provider letter (if previously sleeping in emergency shelter or place not meant for human habitation).	<ul style="list-style-type: none"> ▪ Obtain emergency shelter provider letter. ▪ <i>Letter Should:</i> <ul style="list-style-type: none"> ○ Be on shelter provider letterhead ○ Identify shelter program ○ Include statement verifying shelter stay immediately prior to (i.e. the day before or same day as) hospital/institution admission date. ○ Be signed and dated by shelter provider ▪ Include documentation in SSVF participant file.
	OR <i>(if HMIS record, SSVF Homeless Certification, or provider letter cannot be obtained)</i>	
Self-declaration of homelessness. See Exhibit L for sample Self-	<ul style="list-style-type: none"> ▪ Obtain signed and dated original self-declaration from participant. ▪ Self-declaration should verify homelessness (residing in shelter or place not 	

Living Situation	Acceptable Types of Documentation (in order of preference)	Documentation Standards
	Declaration of Housing Status template (<i>ONLY if previously sleeping in place not meant for human habitation</i>).	meant for human habitation) immediately prior to (i.e. the day before or same day as) hospital/institution admission date. <ul style="list-style-type: none"> ▪ Grantee should document attempt to obtain written third party verification and sign SSVF Self-Declaration of Housing Status form. ▪ Include self-declaration in participant file.
Transitional Housing	Written documentation of exit from permanent housing within 90 days.	<ul style="list-style-type: none"> ▪ Obtain letter from previous landlord / housing provider / friend / family member or SSVF staff certification or letter to the file.
	AND	
	Written homeless certification. See sample Exhibit J for sample Homeless Certification template.	<ul style="list-style-type: none"> ▪ Obtain signed and dated original Homeless Certification from transitional housing provider. A Homeless Certification is a standardized form that, at a minimum, contains the following: <ul style="list-style-type: none"> ○ Name of the transitional housing program ○ Statement verifying current transitional housing occupancy of SSVF participant. ○ Statement indicating the SSVF participant is graduating from or timing out of the transitional housing program ○ Statement verifying the SSVF participant was residing in emergency shelter or place not meant for human habitation immediately prior to transitional housing admission ○ Signed and dated by authorized transitional housing provider representative ▪ Include Homeless Certification in SSVF participant file.
	OR (if SSVF Homeless Certification cannot be obtained)	
Transitional housing provider letter.	<ul style="list-style-type: none"> ▪ Obtain letter from transitional housing provider. ▪ <i>Letter Should:</i> <ul style="list-style-type: none"> ○ Be on transitional housing provider letterhead. ○ Identify transitional housing program. ○ Include statement verifying current transitional housing occupancy of SSVF participant. ○ Include statement verifying that SSVF participant is graduating from or timing out of transitional housing program. ○ Include statement verifying SSVF participant was residing in emergency shelter or place not meant for human habitation immediately prior to transitional housing admission. 	

Living Situation	Acceptable Types of Documentation (in order of preference)	Documentation Standards
		<ul style="list-style-type: none"> ○ Be signed and dated by transitional housing provider. ▪ Include transitional housing provider letter in participant file.
Domestic Violence	Written documentation of exit from permanent housing within 90 days.	<ul style="list-style-type: none"> ▪ Obtain letter from previous landlord / housing provider / friend / family member or SSVF staff certification or letter to the file.
	Self-declaration of homelessness. See Exhibit K for sample SSVF Self-Declaration of Housing Status template.	<p style="text-align: center;">AND</p> <ul style="list-style-type: none"> ▪ Obtain signed and dated original self-declaration from participant. ▪ Grantee should document attempt to obtain written third party verification and sign self-declaration form. ▪ Include self-declaration in participant file.
Exited Permanent Housing, Staying in Interim Situation (with family, friends, etc.)	Written documentation of exit from permanent housing within 90 days.	<ul style="list-style-type: none"> ▪ Obtain letter from previous landlord / housing provider / friend / family member or SSVF staff certification or letter to the file.