SUPPORTIVE SERVICES FOR VETERAN FAMILIES (SSVF)
GRANTEE ORIENTATION GUIDE

INTRODUCTION

The primary purpose of this guide is to provide a basic set of orientation and training resources for organizations that have received SSVF program funds for the first time. Existing SSVF grantees may also use these resources to guide introductory training for new staff. The guide aims to provide an introductory framework of SSVF including: program requirements, program practices and philosophies, examples of grantee best practices in the field, and useful tools for program start-up and implementation. This guide uses materials that were produced over a multi-year period and in many instances only offers an introductory overview of the concepts, practices, and requirements of the SSVF program. In some cases, these materials were repurposed from previous trainings to fit the needs of orienting new SSVF grantees.

Please understand that this guide is not exhaustive of all of the resources and training materials available to SSVF grantees. SSVF University, which can found at www.va.gov/homeless/ssvf, includes a full listing of tools and resources available to SSVF grantees, regardless of their implementation stage or program sophistication.

REQUIREMENTS

All staff of grantees who received SSVF funds for the first time in fall of 2014 are **required** to review each of the videos and resources presented in this guide within three weeks of the date of release of this document. All staff that completed the training should be listed on the certification form on page eight. Grantees are encouraged to view all activities in the order they appear. Once all SSVF staff members of new SSVF grantees review the material, program directors (or designees) are required to "check off" that all of the modules were completed and either electronically or physically sign the document to certify completion of the training. Upon completion, the training checklist, including the signed certification form, must be submitted to the grantee's VA Regional Coordinator for official record. Existing grantees with new staff are also strongly encouraged to use this document when providing basic training and orientation, or to refresh existing staff on specific content areas. However, these renewal grantees are not required to submit the signed certification of completion to their Regional Coordinator.

QUESTIONS

The VA SSVF Program Office and Regional Coordinators will provide an opportunity for new grantees to directly ask questions in the coming weeks. The question and answer session will either be through a national webinar or on individual calls with each grantee's respective Regional Coordinator, or both. Please contact ssvf@va.gov if you have immediate, time-sensitive questions or need the contact information of your Regional Coordinator.

TIMELINE

Date of Release: 11/14/2014
Required Completion Date: 12/5/2014

Orientation Activity #1

	An Introduction to SSVF and Overview of Compliance and Reporting – *90 min* *Note: you will need to create a username and password on the MyVeHu Campus portal to view this introductory webinar*	
Topic Type Program Requirements	**Modality** Webinar Presentation	**Description** SSVF is one of the primary interventions offered by VA in its drive to end homelessness among Veterans. This broadcast will help grantees in their development of appropriate program design, and will provide grantees with background information about program goals, resources, and expectations.
Web link	www.myvehucampus.com You are required to create a username and password to access the MyVeHu Campus. After signing in, use the Search feature at the bottom of the page and search for "SSVF Overview."	

Orientation Activity #2

	Outreach, Engagement, and Admission (Practice Area I) – *36 min*	
Topic Type Program Practices	**Modality** Webinar Presentation	**Description** This recording covers key aspects of outreach, engagement, and admission processes as related to SSVF program practice and VA regulatory requirements, targeting, and prioritization.
Web link	https://www.va.gov/HOMELESS/ssvf/docs/SSVFUniversity/SSVF_Program_LAUNCH_Practice_Area_1_Outreach_Engagement_and_Admission.asx	

Orientation Activity #3

	Field Practice Video – Practice Area I – *3 min*	
Topic Type Program Practices	**Modality** Field Practice	**Description** An SSVF grantee highlights promising practices related to Practice Area I.
Web link	http://youtu.be/QVIyzVe8ABk	

Orientation Activity #4

	Assessment and the Housing Plan (Practice Area II) – *33 min*	
Topic Type Program Practices	**Modality** Webinar Presentation	**Description** This recording covers key aspects of SSVF assessments and housing plans and how these activities contribute to effective permanent housing solutions for Veteran families experiencing homelessness.
Web link	https://www.va.gov/HOMELESS/ssvf/docs/SSVFUniversity/SSVF_Program_LAUNCH_Practice_Area_2_Assessment_and_Housing_Plan.asx	

Orientation Activity #5

Field Practice Video – Practice Area II – *3 min*		
Topic Type	**Modality**	**Description**
Program Practices	Field Practice	An SSVF grantee highlights promising practice related to Practice Area II.
Web link	http://youtu.be/y4vmpqTTszo	

Orientation Activity #6

Participant Services, Non-Financial (Practice Area III) – *32 min*		
Topic Type	**Modality**	**Description**
Program Practices	Webinar Presentation	This recording covers key aspects of non-financial services and the critical link between supportive services and SSVF's goal of assisting Veteran households in obtaining or maintaining permanent housing.
Web link	https://www.va.gov/HOMELESS/ssvf/docs/SSVFUniversity/SSVF_Program_LAUNCH_Practice_Area_3_Participant_Services_Non_Financial.asx	

Orientation Activity #7

Field Practice Video – Practice Area III – *5 min*		
Topic Type	**Modality**	**Description**
Program Practices	Field Practice	An SSVF grantee highlights promising practice related to Practice Area III.
Web link	http://youtu.be/nOsRu37y-ps	

Orientation Activity #8

Audit Guidelines, Fraud Prevention, Reporting and Compliance– *69 min*		
Topic Type	**Modality**	**Description**
Program Requirements	Webinar Presentation	This covers SSVF program reporting, compliance, and fraud and abuse deterrence.
Web link	https://www4.gotomeeting.com/register/264618359	

Orientation Activity #9

	Participant Services, Financial (Practice Area IV) – *25 min*	
Topic Type	**Modality**	**Description**
Program Practices	Webinar Presentation	This recording covers key aspects of financial services, including the role temporary financial assistance plays in promoting permanent housing solutions.
Web link	https://www.va.gov/HOMELESS/ssvf/docs/SSVFUniversity/SSVF_Program_LAUNCH_Practice_Area_4_Participant_Services_Financial.asx	

Orientation Activity #10

	Data Collection and Reporting 101 – *55 min*	
Topic Type	**Modality**	**Description**
Program Requirements	Webinar Presentation	This recording provides an overview of the Homeless Management and Information System (HMIS) and its role in the SSVF program, including HMIS data collection and reporting requirements for SSVF.
Web link	https://www4.gotomeeting.com/register/275264655	

Orientation Activity #11

	Monitoring and Documentation Standards – *22 min*	
Topic Type	**Modality**	**Description**
Program Requirements	Webinar Presentation	This recording provides an overview of the SSVF monitoring process, expectations and requirements, including documentation standards, and the Uniform Monitoring Package (UMP).
Web link	https://www4.gotomeeting.com/register/761909399	

Orientation Activity #12

	Landlord Supports (Practice Area V) – *29 min*	
Topic Type	**Modality**	**Description**
Program Practices	Webinar Presentation	This recording covers key insight into providing landlord supports and the way in which landlords are critical partners in the effort to end homelessness among Veterans.
Web link	https://www.va.gov/HOMELESS/ssvf/docs/SSVFUniversity/SSVF_Program_LAUNCH_Practice_Area_5_Landlord_Supports.asx	

Orientation Activity #13

	Field Practice Video – Practice Area V – *5 min*	
Topic Type	**Modality**	**Description**
Program Practices	Field Practice	An SSVF grantee highlights promising practice related to Practice Area V.
Web link	http://youtu.be/TCXU_eR8dNg	

Orientation Activity #14

	TruthPoint Introduction and Overview for SSVF Grantees – *10 min*	
Topic Type	**Modality**	**Description**
Program Requirements	Webinar Presentation	This recording is an overview of the requirements related to participant satisfaction survey distribution using an electronic method supported by TruthPoint.
Web link	https://www4.gotomeeting.com/register/268462983	

Orientation Activity #15

	Veterans Benefits Administration (VBA) – *24 min*	
Topic Type	**Modality**	**Description**
Resources	Webinar Presentation	This broadcast discusses the key benefits and access points of the Veterans Benefits Administration, a key resource for SSVF program participants and families.
Web link	https://www4.gotomeeting.com/register/524820415	

Orientation Activity #16

	Employment as a Key to Ending Veteran Homelessness – *20 min*	
Topic Type	**Modality**	**Description**
Program Practices	Webinar Presentation	This recording discusses key employment programs and other considerations for SSVF grantees when working with Veteran families.
Web link	https://www4.gotomeeting.com/register/534093103	

Orientation Activity #17

	Legal Services 101 and Family Law/Child Support – *62 min*	
Topic Type	**Modality**	**Description**
Resources	Webinar Presentation	This webinar covers legal services, family law, and child support issues, with a focus on how these topics pertain to SSVF clients.
Web link	https://www4.gotomeeting.com/register/863719503	

Orientation Activity #18

	Standards, Fidelity Assessment and Coordinated Assessment – *58 min*	
Topic Type	**Modality**	**Description**
Program Practices	Webinar Presentation	This webinar covers SSVF Best Practice Standards, briefly reviewing the 5 Practice Areas that have been covered in other videos. The video will also cover coordinated assessment and help grantees to understand HUD's requirement for each Continuum of Care to implement this standard.
Web link	https://www4.gotomeeting.com/register/919547047	

Orientation Activity #19

	Innovation in Accessing Mainstream Benefits-SSI/SSDI Outreach, Access and Recovery (SOAR) – *41 min*	
Topic Type	**Modality**	**Description**
Resources	Webinar Presentation	This webinar covers Innovation in Accessing Mainstream Benefits through understanding SOAR.
Web link	https://www4.gotomeeting.com/register/881944991	

Orientation Activity #20

	Trauma-Informed Care for Homeless Veterans Part 1: Building Environments that Lead Homeless Veterans Toward Recovery – *93 min*	
Topic Type	**Modality**	**Description**
Program Practices	Webinar Presentation	Trauma-informed care includes having a basic understanding of how trauma affects the life of individuals seeking services. Trauma-informed programs and services are based on an understanding of the vulnerabilities or triggers a trauma survivor may experience and how they may impact the way the individual accepts and responds to services.
Web link	www.myvehucampus.com You are required to create a username and password to access the MyVeHu Campus. After signing in, use the Search feature at the bottom of the page and search for "Trauma-Informed Care for Homeless Veterans Part 1."	

Orientation Activity #21

	Trauma-Informed Care for Homeless Veterans Part 2: Building Environments that Lead Homeless Veterans Towards Recovery – *92 min*	
Topic Type	**Modality**	**Description**
Program Practices	Webinar Presentation	This presentation further expands on the key concepts and practices covered in Trauma-Informed Care Part 1.
Web link	www.myvehucampus.com You are required to create a username and password to access the MyVeHu Campus. After signing in, use the Search feature at the bottom of the page and search for "Trauma-Informed Care for Homeless Veterans Part 2."	

Orientation Activity #22*

	Subcontractor Identification and Management – *70 min*	
Topic Type	**Modality**	**Description**
Program Requirements	Webinar Presentation	This recording provides a discussion of the various requirements and best practices for identifying and managing subcontractors in the SSVF program. *This is only required for SSVF grantees who have or plan to have subcontractors under the SSVF grant.*
Web link	https://www4.gotomeeting.com/register/516031111	

SSVF Toolkit

The following toolkit documents have been developed to help new grantees to establish and build their SSVF Programs. The tools cover a variety of topics to assist grantees in meeting program requirements.

Document	Description
New Grantee Program Start-up Checklist	Checklist of considerations and requirements involved in setting up an SSVF Program. https://www.va.gov/HOMELESS/ssvf/docs/SSVF_New_Grantee_Program_Start_up_Checklist.pdf
Grant Administration and Program Compliance Checklist	Checklist of considerations and requirements when administering your SSVF grant and ensuring it meets all grant compliance requirements. https://www.va.gov/HOMELESS/ssvf/docs/SSVF_Grant_Admin_and_Pgm_Compliance_Checklist.pdf
Training and On-Boarding Guide for SSVF Programs	Summary of some of the training and supervision activities that can be undertaken by one person or be divided among several staff. https://www.va.gov/HOMELESS/ssvf/docs/SSVF_Training_and_On_Boarding_Guide.pdf
Sample Participant File and Additional Documentation Requirements	Checklist of documentation requirements that a grantee should maintain in participant files and in their general program records. https://www.va.gov/HOMELESS/ssvf/docs/SSVF_Sample_Participant_File_and_Additional_Required_Documentation.pdf
SSVF Program Policies and Procedures	Sample outline of the policies and procedures that should be developed for each SSVF Program. https://www.va.gov/HOMELESS/ssvf/docs/SSVF_Program_Policies_and_Procedures.pdf
VA Data Guide	Data collection and reporting guidance for SSVF grantees. See page 48-50 of the Data Guide for a Checklist & Discussion Guide for New Grantees. https://www.va.gov/HOMELESS/ssvf/docs/VA_Data_Guide_FY2015_September_2014.pdf

SSVF GRANTEE CERTIFICATION FORM

Grantee and Certifying Program Director Information	
Grantee Name:	
Contract or Award Number(s):	
Program Director or Designee Name:	

Staff Members who Completed Training Series		
Staff Name	**Staff Title**	**Date Training Complete**

Does your organization plan to hire additional SSVF staff as part of your program implementation?
Yes   **No**   **Not Sure**   If **yes**, please submit this form again once the unidentified personnel have completed the training.

By signing below, I, _____, certify that the above listed SSVF staff members have viewed all of the required training materials and recordings listed in the SSVF Grantee Orientation Guide above and that our organization has ensured all SSVF staff have at least a basic level of understanding of the requirements and goals of the SSVF program.

Signature_____   Date_____

A signed copy (physical or electronic) of this form must be submitted your VA Regional Coordinator once all SSVF staff have completed the previously listed learning modules.