SSVF Monthly Office Hours
August 18, 2023

[Link to Audio](#)

Agenda

- **SSVF Performance Measures**
  - RRH Exits to PH
  - RRH Start to MID
- **Data Quality**
  - Returns to Homelessness
- **Recording Monthly Services**
  - Landlord and Tenant Incentives
  - Legal Services
  - Shallow Subsidy
- **Equity Report Demo**
- **FY 2024 Changes**
- **Open for Questions**

60 minutes (?)

Slides & handouts are in the "handout" section

Recording, Handouts & Slides will be sent via email

Submit questions in the question box or any time at
or ssvfhmis@abtassoc.com
ssvf@va.gov

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SSVF Performance Measures

VSSC Scorecard – June

	Target	Oct	Nov	Dec	Qtr1	Jan	Feb	Mar	Qtr2	Apr	May	Jun	Qtr3	FYTD
Homeless Program Operations														
OP1: % Hired	90.00%	84.08%	84.06%	83.29%	83.29%	84.22%	84.47%	84.82%	84.82%	84.95%	83.55%	83.76%	83.76%	83.76%
HCHV5: Engagement of Unsheltered	75.00%	6.32%	12.79%	18.72%	18.72%	25.21%	31.17%	38.62%	38.62%	45.09%	52.76%	60.01%	60.01%	60.01%
HUD-VASH														
HMLS3: % Housed in VASH	90.00%	75.55%	75.85%	75.91%	75.91%	76.04%	76.70%	77.14%	77.14%	77.47%	77.97%	78.53%	78.53%	78.53%
HMLS3-PI: Increased Housing in HUD-VASH	100.00%	95.45%	95.81%	96.30%	96.30%	96.58%	97.10%	97.61%	97.61%	98.09%	98.77%	99.35%	99.35%	99.35%
VASH1: % w/in 90 Days Entry to Housed in VASH	65.00%	47.30%	43.02%	41.81%	43.90%	40.05%	44.21%	47.19%	44.06%	48.80%	50.04%	45.78%	48.28%	45.40%
VASH2: % Negative Exits	14.00% ↓	13.55%	11.96%	12.02%	12.54%	11.32%	10.43%	11.80%	11.24%	11.52%	10.04%	8.49%	9.97%	11.25%
VASH3: HUD-VASH Employment Rates	50.00%	55.50%	55.45%	55.24%	55.24%	55.02%	54.84%	54.66%	54.66%	54.45%	54.14%	53.65%	53.65%	53.65%
VASH4: % Hired in HUD-VASH	90.00%	82.77%	82.65%	81.49%	81.49%	82.70%	83.30%	83.68%	83.68%	83.83%	84.13%	84.09%	84.09%	84.09%
HCHV														
HCHV1: % Exits to Permanent Housing	55.00%	60.73%	57.42%	61.40%	59.91%	57.21%	56.27%	61.27%	58.37%	61.52%	63.97%	64.53%	63.39%	60.51%
HCHV2: % Negative Exits	20.00% ↓	20.42%	23.13%	18.35%	20.56%	20.50%	19.44%	18.27%	19.37%	21.40%	18.14%	18.64%	19.31%	19.75%
GPD														
GPD1: % Exits to Permanent Housing	*	71.16%	69.82%	71.11%	70.70%	66.42%	71.94%	70.88%	69.82%	71.32%	70.01%	69.80%	70.35%	70.28%
GPD2: % Negative Exits	20.00% ↓	19.61%	19.33%	18.08%	19.00%	21.22%	17.03%	16.76%	18.25%	17.71%	18.56%	17.03%	17.76%	18.32%
GPD3: % Employed at Exit	55.00%	67.15%	63.58%	60.28%	63.62%	56.66%	61.16%	62.92%	60.33%	63.43%	64.66%	61.97%	63.34%	62.40%
Supportive Services for Veteran Families														
SSVF3: % Exits to Permanent Housing	70.00%	65.07%	67.38%	68.68%	67.01%	68.45%	67.39%	68.66%	68.21%	70.73%	69.85%	67.01%	69.24%	68.15%
SSVF4: % Process Time 90 Days or Less	75.00%	76.32%	72.65%	75.24%	74.70%	71.04%	72.03%	73.81%	72.33%	75.31%	74.49%	74.66%	75.12%	73.99%
Veterans Justice Programs														
VJP1: Veterans Entering Justice Programs	75.00%	6.18%	7.37%	8.31%	21.86%	9.72%	10.96%	11.84%	32.52%	9.20%	9.98%	8.64%	27.83%	82.21%

VSSC Scorecard FY23

SSVF 3: % Exits to Permanent Housing – 70% or higher

- Ensure Veterans are not being exited arbitrarily, utilize due diligence
- Use correct exit destination types, even if exit to homelessness or temporary tenure
  - When possible, have intentional conversations with Veterans who plan to exit to family & friends. Ensure they know how to access services should things not work out. Re-engage quickly if they return.
  - No move-in date should be recorded when temporary tenure

VSSC Scorecard – June 68.15%

Percentage of Veteran Enrollments Exiting from SSVF to Permanent Housing Arrangements

VSSC
VHA Support Service Center

Data Definitions
VSSC Help Desk
Click to Send Feedback

VISN	Facility	Target Value	Qtr1			Qtr2			Qtr3			YTD		
			Numer	Denom	Score	Numer	Denom	Score	Numer	Denom	Score	Numer	Denom	Score
⊞ National		70.00	4,449	6,639	67.01%	5,002	7,333	68.21%	4,501	6,501	69.24%	13,952	20,473	68.15%
⊞ V01		70.00	194	284	68.31%	209	291	71.82%	187	282	66.31%	590	857	68.84%
⊞ V02		70.00	280	392	71.43%	294	410	71.71%	262	379	69.13%	836	1,181	70.79%
⊞ V04		70.00	131	229	57.21%	178	307	57.98%	190	281	67.62%	499	817	61.08%
⊞ V05		70.00	234	313	74.76%	203	301	67.44%	201	276	72.83%	638	890	71.69%
⊞ V06		70.00	150	211	71.09%	156	249	62.65%	107	157	68.15%	413	617	66.94%
⊞ V07		70.00	195	291	67.01%	265	377	70.29%	247	350	70.57%	707	1,018	69.45%
⊞ V08		70.00	365	581	62.82%	451	745	60.54%	360	604	59.60%	1,176	1,930	60.93%
⊞ V09		70.00	100	171	58.48%	165	224	73.66%	111	153	72.55%	376	548	68.61%
⊞ V10		70.00	289	411	70.32%	376	510	73.73%	390	531	73.45%	1,055	1,452	72.66%
⊞ V12		70.00	152	204	74.51%	149	212	70.28%	124	170	72.94%	425	586	72.53%
⊞ V15		70.00	115	166	69.28%	126	188	67.02%	106	147	72.11%	347	501	69.26%
⊞ V16		70.00	314	433	72.52%	357	468	76.28%	298	404	73.76%	969	1,305	74.25%
⊞ V17		70.00	164	261	62.84%	166	258	64.34%	126	215	58.60%	456	734	62.13%
⊞ V19		70.00	265	464	57.11%	250	406	61.58%	204	359	56.82%	719	1,229	58.50%
⊞ V20		70.00	266	385	69.09%	296	440	67.27%	297	426	69.72%	859	1,251	68.67%
⊞ V21		70.00	485	743	65.28%	566	824	68.69%	539	744	72.45%	1,590	2,311	68.80%
⊞ V22		70.00	573	863	66.40%	621	897	69.23%	619	831	74.49%	1,813	2,591	69.97%
⊞ V23		70.00	177	237	74.68%	174	226	76.99%	133	192	69.27%	484	655	73.89%

VSSC Scorecard FY23

SSVF 4: % Process Time 90 days or Less – 75% or higher

(Measuring Veterans with Housing Move-In Date recorded on or after October 1, 2022 (denominator) & Those with 90 days or less since Project Start Date (numerator))

- Ensure rapid engagement for enrollment
  - Do not delay enrollment to wait on paperwork, you may begin to work with Veterans prior to verifications (no TFA)
  - HELP Veteran households collect paperwork needed for verifications
- Ensure Veteran are being assessed and reassessed for the level of support needed to access and secure housing
  - Often you will need to attend viewings, intervene with landlords, and assist with housing applications

VSSC Scorecard – June 73.99%

Percentage of Veteran in SSVF Rapid Re-Housing (RRH) Project Entry to Move-In is 90 Days or Less

Data Definitions
VSSC Help Desk
Click to Send Feedback

VISN	Facility	Target Value	Qtr1			Qtr2			Qtr3			YTD		
			Numer	Denom	Score	Numer	Denom	Score	Numer	Denom	Score	Numer	Denom	Score
National		75.00	4,606	6,166	74.70%	4,361	6,029	72.33%	3,780	5,032	75.12%	12,747	17,227	73.99%
V01		75.00	185	271	68.27%	153	246	62.20%	147	233	63.09%	485	750	64.67%
V02		75.00	138	230	60.00%	195	311	62.70%	125	202	61.88%	458	743	61.64%
V04		75.00	189	237	79.75%	192	249	77.11%	156	194	80.41%	537	680	78.97%
V05		75.00	211	288	73.26%	181	260	69.62%	156	210	74.29%	548	758	72.30%
V06		75.00	173	258	67.05%	150	246	60.98%	83	131	63.36%	406	635	63.94%
V07		75.00	223	285	78.25%	290	358	81.01%	265	326	81.29%	778	969	80.29%
V08		75.00	415	590	70.34%	405	610	66.39%	396	571	69.35%	1,216	1,771	68.66%
V09		75.00	159	178	89.33%	124	148	83.78%	117	135	86.67%	400	461	86.77%
V10		75.00	375	499	75.15%	345	454	75.99%	319	408	78.19%	1,039	1,361	76.34%
V12		75.00	166	203	81.77%	118	149	79.19%	95	126	75.40%	379	478	79.29%
V15		75.00	113	144	78.47%	96	114	84.21%	92	109	84.40%	301	367	82.02%
V16		75.00	294	369	79.67%	272	331	82.18%	252	299	84.28%	818	999	81.88%
V17		75.00	164	197	83.25%	185	221	83.71%	169	210	80.48%	518	628	82.48%
V19		75.00	262	372	70.43%	227	318	71.38%	165	228	72.37%	654	918	71.24%
V20		75.00	293	422	69.43%	291	431	67.52%	229	331	69.18%	813	1,184	68.67%
V21		75.00	483	625	77.28%	450	619	72.70%	395	511	77.30%	1,328	1,755	75.67%
V22		75.00	548	744	73.66%	531	767	69.23%	468	625	74.88%	1,547	2,136	72.43%
V23		75.00	215	254	84.65%	156	197	79.19%	151	183	82.51%	522	634	82.33%

VHA Support Service Center

SSVF Data Quality – Returns to Homelessness

Data Quality – Returns to Homelessness

SSVF Program Office and Technical Assistance are working with HPO Business Intelligence team to understand returns to homelessness.

Data quality issues identified thus far (5):

1. Duplications of Veteran enrollments

2. Progressive engagement to HUD-VASH resulted in HOMES entry of homelessness vs actual housing at entry (housed)

3. HUD-VASH referrals after move-in date
   - HUD-VASH referral packet clearly states, must be received prior to lease/move-in

4. Grantee late entry of HUD-VASH referral packet
   - Grantees must entry HUD-VASH referrals into HMIS prior to housing move-in date
     - You may need to communicate the importance of timely referrals, when they will be accepted, when they will not, and develop an understanding of when lease and move-in date are provided to grantee

Data Quality – Returns to Homelessness

5. Exit Destination Errors

(HMIS 3.12 Destination – Living Situation Response Categories and Descriptions)

- Exits to temporary tenure with a housing move-in date
  - EX: #13 Staying or living with friends, temporary tenure (e.g. room, apartment or house) – no move-in date should be entered when this is not intended to be permanent
  - EX: #14 Hotel or motel paid for without emergency shelter voucher – no move-in date should be entered; this is temporary tenure (HUD HMIS data entry purposes

Additional notes about Exit Destinations:

- RCs have been sending reports requesting feedback about missing exit destinations. HMIS entries with #30 No exit interview completed will show up as missing data.
  - Record what is true for the situation.
  - Managers should note if there are large numbers of Veterans being exited with no interview or information known.
    - Explore if this is a program engagement issue vs an anomaly.

SSVF Recording Monthly Services

Client and Landlord Incentives

V2 Services Provided – SSVF

Header	Instruction
Element Name	Services Provided - SSVF
Field 1 & Response	Date of Service (date) [date field]
Field 2 & Responses	Type of Service
1	Outreach services
2	Case management services
3	Assistance obtaining VA benefits
4	Assistance obtaining/coordinating other pub
5	Direct provision of other public benefits
6	Other (non-TFA) supportive service approved
7	Extended Shallow Subsidy
8	Returning Home
9	Rapid Resolution
6	Legal services – eviction preventi
7	Legal services – outstanding fines and penalt
8	Legal services – restore/acquire driver's licer
9	Legal services – other
10	Child care
11	Housing counseling
Dependent D – Dependent to Field 2 Response 6	If "Other (Non-TFA) Supportive Service approved by VA" text box for Specify
Element Type	Program Specific

Type in the word "Incentive"

V3 Financial Assistance – SSVF

Header	Instruction
Element Name	Financial Assistance - SSVF
Field 1 & Response	Date of Financial Assistance (date) [date field]
Field 2 & Response	Financial Assistance Amount (amount)
Field 3 & Responses	Financial Assistance Type
1	Rental assistance
4	Utility fee payment assistance
2	Security deposit
3	Utility deposit
5	Moving costs — **Landlord Incentive**
8	Transportation services: tokens/vouchers
9	Transportation services: vehicle repair/maintenance
10	Child Care
12	General housing stability assistance — **Tenant Incentive**
14	Emergency housing assistance
15	Extended Shallow Subsidy – Rental Assistance
16	Food assistance
Element Type	Program Specific

Legal Services

144=SSVF Supportive Services

→**Element**: 4-Assistance obtaining/coordinating other public benefits

→**Dependent B**: Choose between options 7 to 11

→ **Element:** 5 -Direct provision of other public benefits

→ **Dependent C**: Choose between options 5 to 9

	Instruction
	Services Provided - SSVF
	Date of Service (date) [date field]
	Type of Service
1	Outreach services
2	Case management services
3	Assistance obtaining VA benefits
4	Assistance obtaining/coordinating other public benefits
5	Direct provision o...
6	Other (non-TFA) s...
7	Extended Shallow...
8	Returning Home
9	Rapid Resolution

Dependent B – Dependent to Field 2 Response 4	If "Assistance obtaining/coordinating other public benefits"	
	1	Health care services
	2	Daily living services
	3	Personal financial planning services
	4	Transportation services
	5	Income support services
	6	Fiduciary and representative payee services
	7	Legal services – child support
	8	Legal services – eviction prevention
	9	Legal services – outstanding fines and penalties
	10	Legal services – restore/acquire driver's license
	11	Legal services – other
	12	Child care
	13	Housing counseling

	Instruction
	Services Provided – SSVF
	Date of Service ([date field])
	Type of Service
1	Outreach services
2	Case management services
3	Assistance obtaining VA benefits
4	Assistance obtaining/coordinating other public benefits
5	Direct provision of other public benefits
6	Other (non-TFA) supportive service approved by VA
7	Sha...
8	Ret...
9	Ra...

Dependent C – Dependent to Field 2 Response 5	If "Direct provision of other public benefits"	
	1	Personal financial planning services
	2	Transportation services
	3	Income support services
	4	Fiduciary and representative payee services
	5	Legal services – child support
	6	Legal services – eviction prevention
	7	Legal services – outstanding fines and penalties
	8	Legal services – restore/acquire driver's license
	9	Legal services – other
	10	Child care
	11	Housing counseling

Shallow Subsidy

Shallow Subsidy has *3* identified data entry requirements:

- TFA rental assistance – one entry monthly
  - V3 Financial Assistance #15 – Extended Shallow Subsidy Rental Assistance

- Case management – at least one entry monthly
  - V2 Service Provided #7 – Extended Shallow Subsidy

- Income assessment – quarterly
  - 4.02 Income and Sources

NOTE: If you have concerns about your local HMIS software not allowing this/any VA required data capture please contact your SSVF Regional Coordinator and/or ssvfhmis@abtassoc.com

Shallow Subsidy

SSVF Program Office is only looking for Shallow Subsidy TFA entries to determine utilization of the service.

Implications of inaccurate data entry and poor data quality:
- Future funding availability for SSVF Program – National implications
- Difficulty in understanding the success of Shallow Subsidy interventions
  - Geographic factors
  - Demographic factors
- Grantees will not be credited with proving specialized services
  - Quarterly certifications from grantees not supported by data uploads
  - Impact on future funding opportunities
- Overall poor data quality impacts the funding and provision of homeless services across all populations

SSVF Equity Report

Equity Report

- **Access issues – email ssvfhmis@abtassoc.com**
- **Repository link – if you have a repository account you should have an Equity Report account**
- **Uses of the data – assess service numbers, amount of TFA, and exits to PH using the race/ethnicity categories (two choices) for equity in accessing and delivering SSVF services**

FY2024 Data Standard Changes

Big Changes on October 1, 2023

- No more "Last Permanent Address"

- New Start Date and End Date on each Financial Assistance

- Changes to the Shallow Subsidy and Landlord/Tenant Incentives wording to be clearer/easier to record correctly

- AMI amounts (include 51%-80% now)

- Race/Ethnicity combined into one element

- Gender language more affirming

- Add SPACE FORCE to Military Branches

Sneak Peak FY 24 Data Standards

- Remove V5 "Last Permanent Address"
- Add to V3:
  - Start Date & End Date (instead of just "Date Provided") of Financial Assistance
  - Landlord Incentive
  - Tenant Incentive
  - Change "Extended Shallow Subsidy Rent Assistance" to "Shallow Subsidy Financial Assistance"
- Adjust V4:
  - Less than 30%
  - 31% to 50%
  - 51% to 80%
  - 81% or greater

HMIS End of Year Close-out

The SSVF Program Office will have 2 opportunities to review HMIS End of Year Close-out Expectations:

1. **SSVF National Webinar September 14, 2023**

2. **SSVF Data Office Hours September 15, 2023**

Grantees should plan to attend both, with the opportunity to ask questions of the data team during Data Office Hours.

Technical Assistance Time!