

**Supportive Services for Veteran
Families (SSVF) and Housing and
Urban Development-VA
Supportive Housing (HUD-VASH)
Collaboration**



Who is in the room?

- **SSVF Staff**
- **HUD-VASH Staff**
- **VA leadership**

Who in the room is aware of the memo and guidance that was released about SSVF HUD-VASH Collaborative Case Management (CCM)?

Any communities who are preparing or have submitted service coordination agreements to the National office?

The Context: VA's 2023 Homelessness Goals



Background: VA's Goal to House 38,000 Homeless Veterans in 2022

- Last year, VA set a goal to permanently house 38,000 homeless Veterans in the calendar year (CY) 2022.
- “Permanent housing” includes apartments or houses that Veterans could rent or own, often with a subsidy to help make the housing affordable or reuniting with family and friends.
- VA housed 40,401 homeless Veterans, exceeding the goal by more than 6%.
- However, of the 40,401 Veterans housed in 2022, 2,443 returned to homelessness at some point last year.
- Thanks to VA staff and community partners, 86% of those Veterans were rehoused or on a path to rehousing by the end of the year.



Our New Challenge: VA's 2023 Homelessness Goals

Goal 1: Consistency in Permanent Housing

- VA will house at least 38,000 more individual Veterans in CY 2023.

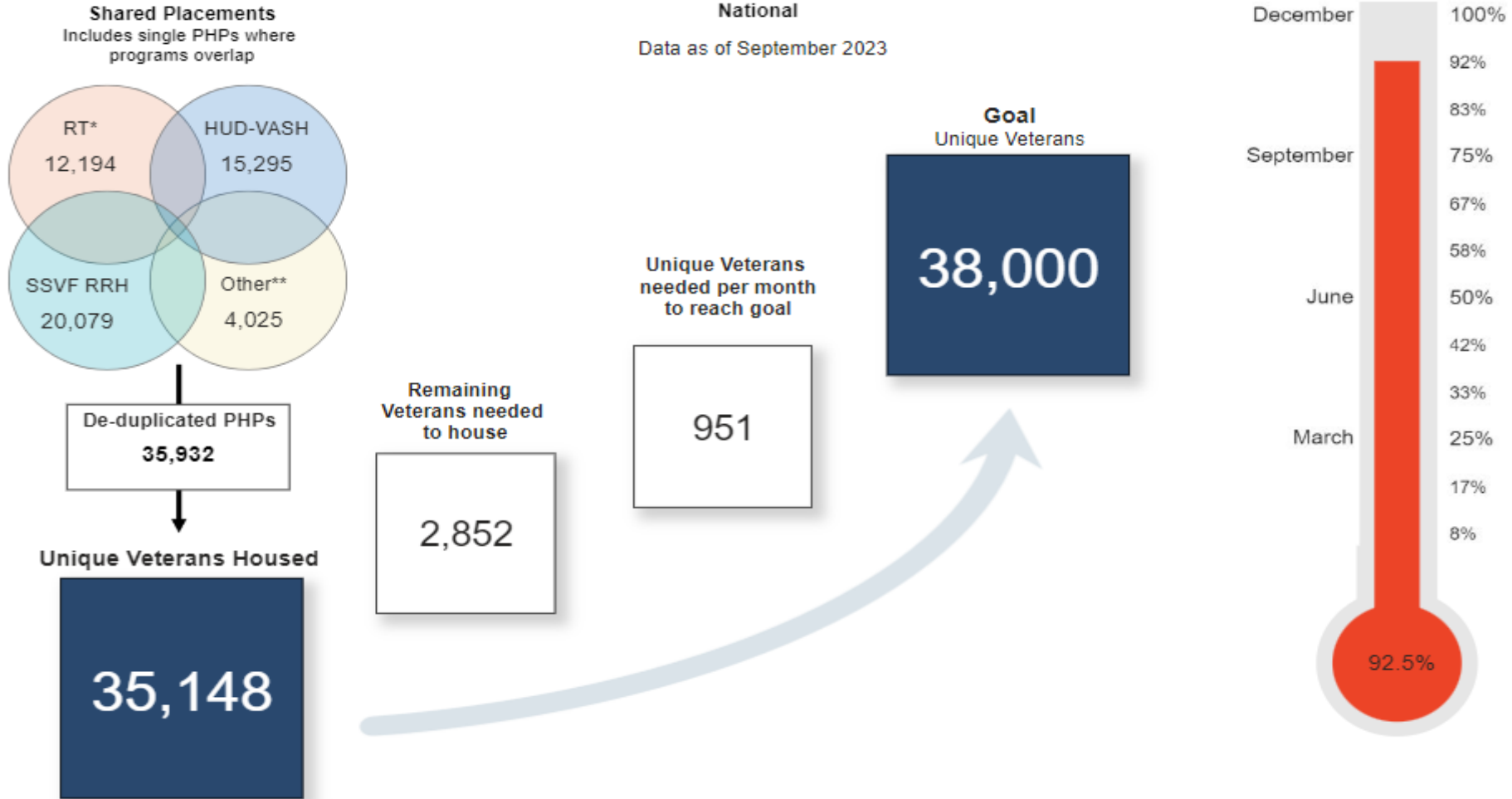
Goal 2: Prevention of Returns to Homelessness

- VA will accomplish the ambitious goal of ensuring that at least 95% of Veterans housed during this initiative stay housed.
- At the end of CY 2023, VA will ensure that at least 90% of Veterans who returned to homelessness are rehoused or on a path to rehousing.

Goal 3: Engagement of Unsheltered Veterans

- VA will accomplish the ambitious goal of engaging with at least 28,000 unsheltered Veterans in CY 2023, an increase of 10% from CY 2022.

Goal One Update



* RT Programs: GPD and HCHV CRS/LDSH
 ** Other: MH RRTTP, GPD CM, HCHV CM, Homeless VJP, and SSVF HP
 *** Nationally, Unique Veterans Housed represents all unique Veterans across facilities

Goal Two Update

National

Veterans placed in housing as of September 2023.

Veterans Housed
in CY 2023



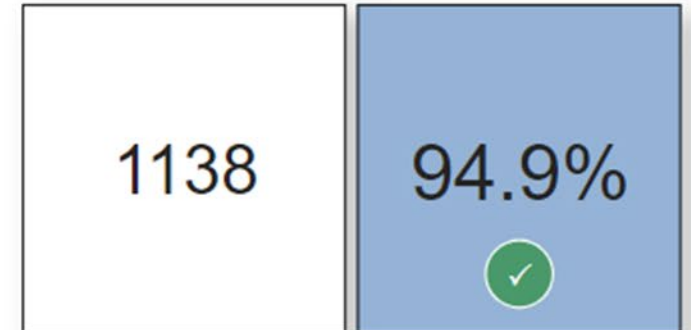
Returns to Homelessness



Goal: $\leq 5\%$



Re-housed or placed on a
Pathway to Re-housing in CY 2023

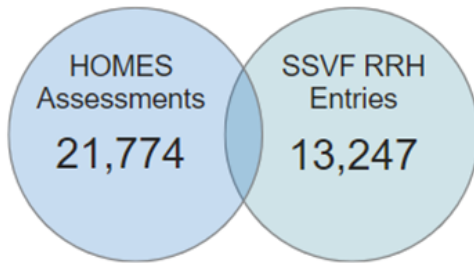


Goal: $\geq 90\%$

Goal Three Update

National
Data as of September 2023

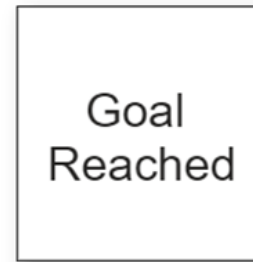
Unsheltered Veteran Engagement
Unsheltered Veterans de-duplicated by type of engagement (includes Veterans unsheltered at both assessment and SSVF RRH program entry)



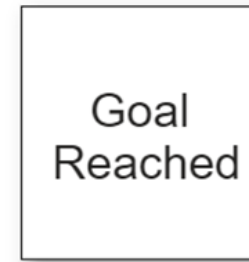
Unique Unsheltered Veteran Engagement



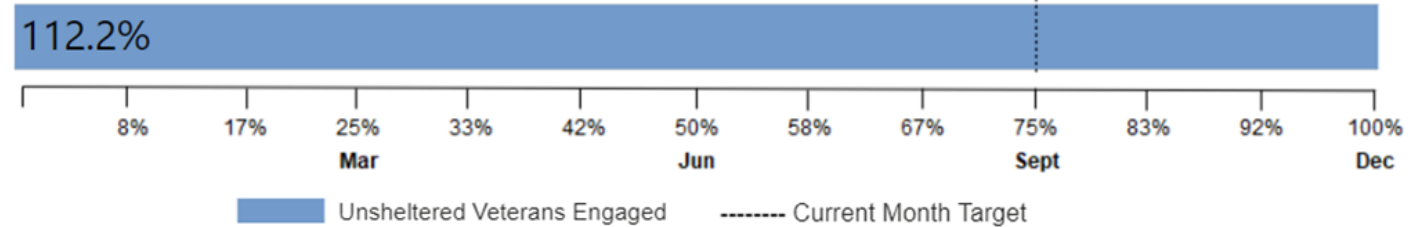
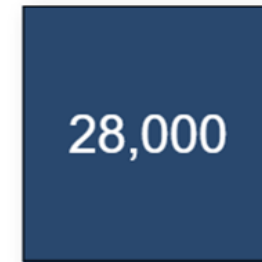
Remaining Unsheltered Veterans Needed



Unsheltered Veterans needed per month to reach goal



Goal Unique Veterans



VA's One Team Approach

- Each Veteran is our collective responsibility. We must support their housing needs and goals.
- All VA homeless programs must prioritize housing placements and retention strategies for homeless or at-risk Veterans.
- This will require an effective One Team approach among all VA homeless programs
- Lead a balanced approach to offer the necessary supports to sustain long-term tenancies and limit returns to homelessness, including with co-enrollment in certain circumstances.
- Fully coordinate outreach and linkages to interim housing with “same day” access and cross-referral protocol.
- Using data to inform strategies that promote equitable access to and delivery of critical outreach and housing services.
- Full commitment to case conferencing, list management and cross-program collaboration in the overall system and individual Veteran-level planning.

Effective Practices in SSVF and HUD-VASH Collaboration



Live Review of SSVF HUD-VASH Collaboration Memo and Related Operational Guidance

Guidance for SSVF and HUD-VASH

May 19, 2023, memorandum authorized co-enrollment in HUD-VASH and SSVF programs to expedite housing placements.

- *“In circumstances where HUD-VASH case management and/or voucher resources are not immediately available for a Veteran who would otherwise be appropriate for the program and where SSVF has the capacity, Veteran families may be co-enrolled and provided SSVF housing navigation services, financial assistance (including rental assistance), and non-clinical housing case management supports. HUD-VASH is responsible for assuring the delivery of clinical care related to health and behavioral health needs, while SSVF is providing these additional supports.”*

Partnership Strategies: Memo

- Every homeless Veteran placed in a temporary accommodation (e.g., hotel motel) by SSVF should be considered and prioritized for a HUD-VASH voucher where the resource is available. Admitting these Veterans to HUD-VASH so they can be issued vouchers and moved into permanent housing will ensure they have a safe and stable environment and will minimize the risk of a return to homelessness.
- Every formerly homeless Veteran housed by SSVF through Rapid Rehousing, who has been receiving ongoing Rapid Rehousing services and who lacks a clear and sustainable exit to permanent housing, should also be considered for a HUD-VASH voucher where the resource is available
- In circumstances where HUD-VASH case management and/or voucher resources are not immediately available for a Veteran who would otherwise be appropriate for the program, and where SSVF has capacity, Veteran families may be co-enrolled and provided SSVF housing navigation services, financial assistance (including rental assistance), and non-clinical housing case management supports. HUD-VASH is responsible for assuring the delivery of clinical care related to health and behavioral health needs while SSVF is providing these additional supports.

Partnership Strategies: Memo

- HUD-VASH staff and SSVF grantees have an ongoing responsibility to inform their Continuum(s) of Care and coordinated entry system partners of current prioritization or admission processes, to include any changes related to this guidance. Such changes may include not strictly following the community's current system of prioritization if doing so creates delays in housing homeless Veterans.
- SSVF grantees are encouraged to coordinate with their HUD-VASH program partners and Public Housing Authorities to understand Housing Quality Standards, local inspection processes, and voucher limitations that may delay or prohibit the Veteran from receiving and utilizing their HUD-VASH voucher. Regular coordination, including case conferencing, process improvement, and transition planning, is also strongly encouraged.

SSVF/HUD-VASH Collaborative Case Management (CCM) Overview

SSVF/HUD-VASH CCM aims to individually tailor services to expedite housing placements for homeless Veterans through co-enrollment in SSVF and HUD-VASH. In circumstances where HUD-VASH case management and/or voucher resources are not immediately available or a Veteran is best served by SSVF, the local HUD-VASH team and the SSVF grantee will engage in a time-limited collaboration to expedite housing placements. SSVF staff will assist a predetermined number of eligible and/or enrolled HUD-VASH Veterans in identifying, securing and transitioning into permanent housing with their HUD-VASH vouchers.

SSVF/HUD-VASH CCM Examples

- Example 1: A Veteran on a community's By Name List (BNL) is eligible for a HUD-VASH voucher, but HUD-VASH currently lacks capacity to provide services. SSVF and HUD-VASH may both enroll the Veteran and utilize a HUD-VASH voucher to expedite housing placement. In circumstances where the voucher is delayed, SSVF may need to provide rental assistance until the voucher is in place.
- Example 2: A Veteran is enrolled in SSVF (for Rapid Rehousing or other services) and has established rapport with their SSVF provider. Using Veteran-centric approaches, SSVF may utilize the voucher to support expedited housing or use progressive engagement strategies to transition the Veteran to a HUD-VASH voucher to promote a sustainable tenancy.

SSVF/HUD-VASH CCM Examples

- Example 3: PHA operations are delayed due to PHA staffing, inspection timelines or other system challenges. SSVF rental assistance may be used to expedite housing placements. While PHA delays are being resolved, Veterans must be co-enrolled in HUD-VASH and SSVF with a clear path to using the voucher. SSVF and HUD-VASH will work together to ensure inspection requirements are met (HQS/NSPIRE) and PHA payment standards and rental calculations are understood by the SSVF grantee. PHAs should be included in conversations regarding these processes to ensure the least disruption to the housing plan.

When time-limited rental assistance is used to bridge to a permanent subsidy, it is considered a best practice to mirror the policies and practices of the permanent voucher program to ensure a seamless transition. As a reminder, SSVF TFA limitations remain in place. In some instances, a Veteran may already have a voucher, but may not have a lease due to these delays; in other cases, the Veteran will be identified as eligible and working to obtain a voucher and lease.

Progressive Engagement

SSVF provides permanent housing services to Veterans with the intent that SSVF will be the ultimate housing solution, but sometimes circumstances become known that indicate HUD-VASH is the more appropriate permanent intervention.

- This has always been allowable and is often encouraged to ensure Veterans accessing HUD-VASH are those who we have determined to need that program and to encourage SSVF to house Veterans with significant housing barriers.
- Veterans housed via SSVF who are eligible for HUD-VASH maintain their eligibility for HUD-VASH as long as they have not been exited from SSVF yet. This includes RRH Veterans who are utilizing Shallow Subsidy service.
- Partners should try to anticipate progressive assistance needs early to ensure housing unit would meet HUD-VASH voucher payment standards and inspection requirements

Bridging

Defined: SSVF provides permanent housing services (including financial assistance and TFA) to Veterans with the intent for HUD-VASH to either co-enroll at the time of housing navigation or shortly after housing placement. HUD-VASH is the intended final solution for the Veteran but may be limited in capacity to immediately provide service to the Veteran, or there may be delays in the voucher process.

- Veterans approved for HUD-VASH voucher will receive housing services, including rental assistance, from SSVF while the HUD-VASH voucher process is being completed
- Allows expedited housing placements when there are delays in the voucher process
- SSVF and partners must make sure the unit will pass inspection and meet payment standards. Close coordination with PHA and landlord is key
- Co-enrollment and SSVF service provision is based on timing of voucher or HUD-VASH case management. HUD-VASH clinical care may be delivered while SSVF provides non-clinical housing stabilization services

Hotel/Motel Prioritization

- Ensure rapid access to HUD-VASH for Veterans residing in emergency housing (hotels/motels) paid for by SSVF who do not have an immediate housing pathway via SSVF.
- SSVF now under 60-day limit on all Emergency Housing Assistance, meaning permanent housing must be expedited
- Can include bridging/progressive engagement to HUD-VASH for Veterans permanently housed out of hotels via SSVF navigation and financial assistance supports
- Note: SSVF must be the last resort in providing EHA and only used where no other interim or shelter options are viable or in emergency situations.

Why participate Collaborative Case Management?

- Flexibilities when co-enrolling Veterans in SSVF and HUD-VASH in order to expedite appropriate housing placements
- Allows your system the flexibility to get Veterans leased up with a voucher and reduce barriers
- Operational agreements have proven valuable in clarifying partner roles and capacity to avoid confusion at the program and Veteran level
- Data capture requirements allow VA to understand the impact of these collaborations and assess policy or practice needs

How to Participate: Service Coordination Agreement

- SSVF and VA work together to formally establish roles, responsibilities and overall capacity
- Once both parties agree, the Service Coordination Agreement should be completed and submitted to the National HUD-VASH Program Office: VACO_HUD-VASH_Admin@va.gov. The National HUD-VASH and SSVF Program Offices will review for approval.
- Services should only take place once an approved agreement is in place. By participating, VAMCs and SSVF grantees agree to collaborate with the Homeless Programs Office for monitoring and evaluation, which may include unique documentation in HOMES, EHR, HMIS and UDPaaS Grant Management System.

Partnership Strategies

- HUD-VASH staff and SSVF grantees have an ongoing responsibility to inform their Continuum(s) of Care (CoC) partners and coordinated entry system partners of current prioritization or admission processes, to include any changes related to this guidance.
 - Such changes may include not strictly following the community's current system of prioritization if doing so creates delays in housing homeless Veterans.
- SSVF grantees are encouraged to coordinate with their HUD-VASH program partners and Public Housing Authorities to understand Housing Quality Standards, local inspection processes, and voucher limitations that may delay or prohibit the Veteran from receiving and utilizing their HUD-VASH voucher.
 - Regular coordination, including case conferencing, process improvement, and transition planning, is also strongly encouraged.

Collaboration Best Practices

- Case conferencing leading to and during enrollment
- Housing plan and service package coordination throughout the housing effort.
- Clarify the roles of SSVF, HUD-VASH, and other VA homelessness programs when working with Veterans.
- Written description of program roles, responsibilities and protocols.
- Use of a standard information-sharing tool and process for Veterans with higher clinical or behavioral health needs.

Collaboration Best Practices

- Active, ongoing use of case conferencing and by-name lists to expedite timely referrals and service connections
- Coordinate outreach activities to target unsheltered or other Veterans with particular vulnerabilities
- Cross-pollinate effective Rapid Resolution and mediation practices to help Veterans retain housing even when challenges arise
- Clear, consistent messaging to Veterans, landlords, CoC and VA partners on the who, what, where, when, and how of Veteran housing plan.

Keys to Success

- Agreed upon meeting frequency, purpose and shared agenda for case conferencing and/or care coordination.
- Review data, discuss referrals and cases, and assess whether any processes need to be adjusted.
- Each partner is accountable for continuing their agreed-upon role in the system and for individual Veterans.
- Partners should not change roles without discussion in the group.
- Assume good intentions even if something doesn't go as planned.
- Unified messaging and communication with Veterans.

Leverage New Tools

- Housing Navigation
 - Housing Navigation embedded into HUD-VASH teams in communities that received the fiscal year 2022 Supplemental Awards.
 - SSVF plays a key role in broader housing navigation and coordination support in all communities.
 - As a key partner to other VA homeless programs, SSVF should be sharing and collaborating on landlord outreach and relationship efforts.
- Landlord and Tenant Incentives
 - All SSVF grantees now have the authority to provide landlord and tenant incentives, including for Veterans from other VA homeless programs or Veterans being housed through HUD-VASH.
 - Coordination with HUD-VASH, Grant and Per Diem and other programs to prioritize incentives for high barrier Veterans and to accelerate housing placements will be critical.

Other Considerations

- SSVF can now serve Veterans up to 80% AMI, aligning with national HUD-VASH standards. HUD-VASH can work with PHA to increase local eligibility to 80%
- SSVF may need capacity to “inspect” units to ensure PHA inspections needs will be met when vouchers come into place.
- Landlord incentives may, in some cases, be a useful tool to encourage landlord to lower the rent to local payment standards.
- The National Homeless Program Office is supporting communities in increased collaboration and technical assistance. Reach out to your program point of contact if you need help!

Q&A and Discussion

