

# HUD-VASH and SSVF Coordination Considerations in Implementation of the SSVF FY 2022 Supplemental Award

## Purpose:

This document has been created to foster discussion and guide decision-making between the Housing and Urban Development-Veterans Affairs Supportive Housing (HUD-VASH) and Supportive Services for Veteran Families Program (SSVF) related to the implementation of the SSVF FY 2022 Supplemental Award.

The HUD-VASH Program Office expects VA medical center (VAMC) HUD-VASH teams to actively partner with SSVF grantees in planning and implementation regarding Housing Navigation staffing and other deployment considerations. The responses to the questions below should give strategic thought to local circumstances (e.g., gaps in services and/or disparities by population, and all available resources), while also being Veteran experience centered and data-informed, using HOMES, HMIS, Veteran feedback, and the Homeless Programs Permanent Housing Placement (PHP) Dashboard.

Note, these new partnerships involve nuanced local discussions and considerations. This document is not fully exhaustive of all the key considerations local planning teams may need to address to ensure effective service delivery.

## Housing Navigation Supports through SSVF

- What supports are needed from the SSVF Supplemental Award to house Veterans more quickly in your catchment area?
- Due to the expected increased Housing Navigation support through the SSVF FY 2022 Supplemental Award services and support, how will we prioritize Veterans who are most likely to need assistance to successfully obtain housing?
- As SSVF is beginning to work on their hiring, budgeting, and overall planning considerations, what Housing Navigation challenges or gaps currently exist for HUD-VASH Veterans that the award can address? (e.g. transportation to visit apartments, landlord engagement, etc.)
- What are the roles, responsibilities, and boundaries in Housing Navigation and supports for both SSVF and HUD-VASH? (Consider: "Housing Navigation" is a term that can encompass many different activities. HUD-VASH is required to deliver clinical case management services)
- How will the HUD-VASH clinical staff and the SSVF Housing Navigator work as a team to ensure the Veteran remains engaged in the required case management services while they are also receiving SSVF Housing Navigation services?
- If Housing Navigation supports are needed from SSVF, what is the timeline for SSVF to begin providing those supports to HUD-VASH Veterans?
- Is there an existing job description that can be adapted to support defining the navigator role, or does one need to be created? Who will supervise and oversee the day-to-day role of the SSVF Housing Navigator supporting HUD-VASH clients?
- How will the HUD-VASH supervisor communicate with the SSVF Housing Navigator for client assignments, or will that be HUD-VASH supervisor to the SSVF Supervisor, or some other approach?

## Referral and Assessment

- How will Veterans be identified for Housing Navigation support? How do we address local equity barriers to ensure processes with referral and assessment support to engage Black, Indigenous, People of Color, or other groups who have experienced historic racism and discrimination locally?
- How will coordinated entry and other local systems be socialized and engaged in the referral and assessment process given this new partnership, co-enrollment of Veterans, and actual Housing Navigation activities by the different partners?
- What is the process for SSVF referrals to HUD-VASH for Veterans who may be eligible and appropriate for that level of service? How does that interplay with coordinated entry policies?
- If there are multiple grantees in the catchment area, how will the referrals be made for each SSVF partner regarding Housing Navigation services and landlord/tenant incentives? Are there criteria or prioritizations for determining the most appropriate SSVF provider for a given Veteran?
- How will grantee capacity be determined, updated, and communicated?
- What happens if a grantee is at capacity across these new authorities and adjustments must be made to a referral?

## Communication

- What is the communication process? Is there a written agreement regarding this process or procedures? Consider addressing frequency of communication, methods of communication, and urgent communications. Consider different levels of communication e.g.: supervisors and front-line workers. Consider communication expectations (standard, urgent, emergency) and items that need to be communicated (such as HOMES data that needs to be entered for voucher approval, inspections, move-in dates, etc.).
- What service and system partners need to be informed about the details of this process and when will that information be shared?
- How will the navigation process and long-term case management assistance be explained to landlords?
- Who will be the primary point of contact for landlords and where will that role be determined (i.e., Veteran by Veteran, System Standard, etc.)?
- How do we ensure the Veterans understand the co-enrollment process and program trajectory while avoiding confusion and maintaining a commitment to Veteran choice?
- How is Veteran choice integrated into your processes?

## Coordination

- Who are the points of contact, for both the Veteran and the larger homelessness response system? What are each partners roles and expectations? How frequently will you meet?

- If there are multiple SSVF grantees supporting a single VAMC, how will responsibilities be shared? Will grantees assign certain geographies or roles to each grantee?
- What is the process for coordination and tracking outcomes and metrics, including outcomes disaggregated by race, ethnicity, gender, and other intersectional characteristics?
- Who is the lead with public housing agencies?
- What are the key messages around role clarity and expectations for the process?
- What is the process to intentionally use SSVF funding to bridge to HUD-VASH? Who inspects the apartment to assess whether it is likely to pass Housing Quality Standards Inspection?

### Co-Location and Oversight

- Will the SSVF Housing Navigator co-locate with the HUD-VASH team (i.e. work from the same physical location)?
  - If yes, what logistics need to be addressed?
  - If no, what is the plan to ensure regular, open communication regarding Veteran status, handoffs and challenges that may arise during the navigation process?
- If conflicts or challenges come up between the HUD-VASH and SSVF Housing Navigators, what is the process to address and resolve them?

### Warm Hand-offs

- What is the process and timeline for warm handoffs, cross referrals, or SSVF program exits?
- Determine the timeline for various housing stability supports to begin, including those needed before, during, or following placement?
- At what point does SSVF discontinue services?

### Landlord Incentives

- Although landlord incentives are offered through SSVF, who will provide training or familiarize HUD-VASH staff on incentive parameters and limitations, including justification of “high risk” and necessity for incentive to secure unit?
- How will landlords be informed of incentives and criteria?
- Who will create/revise materials/talking points to inform landlords of incentives to overcome Veteran housing barriers (e.g., high-risk tenants)? When?
- If applicable, how will you determine when to use SSVF benefits/incentives vs. 4201 funds or other available landlord incentives?

- How will you determine how much of an incentive to provide? (referencing “up to” language)
- Who will submit incentive requests to SSVF finance departments so ensure a rapid payment can be made within the bounds of compliance and overall appropriateness?
- Based on the available budget, how many incentives can be provided? Will funding be prioritized and if so, how? How will available funding impact prioritization if not all targeted population will get incentive? Note that SSVF grantees can elect, if they have budget capacity, to use FY 2022 and/or FY 2023 award funding to provide incentives as well.
- What is the process for submitting fund requests to SSVF and SSVF finance teams to facilitate timely payments (within 24-48 hours) for deposits and incentives to ensure units are not lost to delays? What is needed to process those requests?

## Tenant Incentives

- How does access to, and delivery of, tenant incentives get operationalized? Does the HUD-VASH team need to support in any way?
- How will Veterans be informed about tenant incentives?
- How do you ensure the Veteran incentives being offered are meaningful goods Veterans actually want or need?