



Vermont Veteran Services

At the University of Vermont

Supportive Services for Veteran Families Program

Policy and Procedure Manual

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Revision History

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Introduction

This manual documents the policies and procedures that govern the Vermont Veteran Services (VVS) Supportive Services for Veteran Family (SSVF) program at the University of Vermont (UVM). It is intended to provide guidance for management and staff both at UVM, as well as for any subcontractors or vendors who provide services using SSVF program funds.

Program Policies and Procedures

SSVF Process

The entire VVS SSVF process flow from outreach through exit is summarized in the Master SSVF Process Flow chart found in the appendix under Attachment 2: Process Flow Charts.

Outreach, Recruitment, and Referrals

Policy Statement

VVS SSVF will accept referrals into the program from any external approved source such as program partners, state agencies, other SSVF programs, and the VA; from internal VVS program recruitment; and directly from program candidates. VVS will conduct outreach through internal staff and subcontractor staff to ensure that Vermont veteran families are aware of the program and able to access its services in a timely manner.

Outreach

- Outreach shall only be conducted by VVS and subcontractor staff who have been trained in appropriate VVS SSVF messages.
- Outreach shall be targeted at the following key audiences and purposes:
 - Recruitment of potential participants;
 - Education of potential referral sources (e.g., the VA, shelters, food shelves, etc.);
 - Education of community partners (e.g., the VA, housing agencies, CoC, Vermont Agency of Human Services, etc.).
- All materials distributed during outreach must be approved in advance by program management.

Referral/Recruitment Sources

External Referrals

Potential SSVF program participants may be referred by community partners such as VA providers at the CBOCs or the White River Junction hospital, community housing agencies, the Vermont Veteran Outreach Team, community mental health centers, and others. Partners will be provided with materials describing program requirements and with referral forms. Required information for a referral is participant name and contact information. Pre-screening information is desirable but not required.

Recruitment

Participant recruitment will be conducted via direct outreach by VVS staff. Outreach activities shall be approved in advance by VVS program management. Outreach can involve direct contact to potential participants at venues such as homeless shelters or food pantries, or at street level. Staff safety protocols must be observed during all outreach activities.

Self Referrals

Potential participants may apply directly for acceptance into the SSVF program by filling out an application form (see page 21) or by contacting VVS staff.

Participant Screening and Eligibility Determination

Policy Statement

VVS shall adhere to federal SSVF program policy in making determination of eligibility. VVS shall create and use screening instruments such as the Eligibility Screening Disposition Form with targeting criteria and Prevention Threshold scoring to ensure an appropriate ration of program participants is maintained (e.g., 60% Rapid Re-housing to 40% Prevention). VVS program management shall be responsible for reviewing and approving all eligibility determination in order to assure all national and local program goals are achieved.

Pre-Screening

- Pre-screening will be conducted for all potential SSVF program participants (“applicants”) who have applied or been referred to the program.
- The goal of pre-screening is to do a rapid, low-cost determination of probably program eligibility and to screen out obviously ineligible applicants.
- Applicants will be contacted by the VVS Program Assistant or Navigator for Pre-screening within two business days of receiving the referral/application.
- The Pre-screen will be conducted by phone when possible unless there are exceptional circumstances (e.g., applicant has no phone availability or a disability that prevents easily using a phone).
- The VVS SSVF Pre-Screen Form (see the *Forms* section of the *Attachments* section) will be completed and retained as a work product of the Pre-Screen interview.
- The Pre-Screen results will be reviewed with program management and a determination will be made about whether to screen the applicant out or to continue to the full Screening process within one business day of data collection.
- All applicants will be contacted within one business day after the Pre-screening determination to notify them of the result and inform them of next steps.
- Applicants who are screened out will be provided with linkage to non-SSVF services that may help address their priority needs as determined in the Pre-Screen process.
- Applicants who pass the Pre-screen will receive full SSVF Program Screening as documented in the *Screening* section below.

- All Pre-screen applicants will be entered into the VVS HMIS application with pre-enrollment status.
- The Pre-screen form will be filed for at least one year.

Screening

- Screening will be conducted for all applicants who pass the Pre-screen.
- The goal of Screening is to determine probable SSVF program eligibility and whether to proceed with eligibility determination.
- Applicants who pass the Pre-screen will be contacted by the SSVF Program Assistant or Navigator for Screening within three business days of the pass determination.
- The Screening interview will be conducted by phone whenever possible.
- The Eligibility Disposition Screening form (see the *Forms* section of the *Attachments* section) will be completed as a work product of the Screening process.
- The Screening results will be reviewed with program management and a determination will be made about whether to screen the applicant out or to proceed to Eligibility determination.
- The Screening Targeted Threshold Score for Category 1 (Prevention) is 6. An additional point will be added as a local criterion for Rural households. Rural households are defined as those residing outside an OMB-designated metropolitan area. In Vermont, the only OMB-designated metropolitan area includes all of Chittenden county and parts of adjacent Grand Isle and Franklin counties. The Rural Health Grants Eligibility Analyzer will be used to determine whether specific addresses in Grand Isle and Franklin counties are rural (see the following link):

<http://datawarehouse.hrsa.gov/ruraladvisor/ruralhealthadvisor.aspx?ruralByAddr=1>

One point shall be added to the Targeting score for any household's eligibility score if they reside in any county other than Chittenden, Franklin, or Grand Isle. For applicants in Franklin or Grand Isle, rural designation shall be determined according to the Eligibility Analyzer, and addresses qualifying for rural health grants shall have one point added to their eligibility score. Residents of Chittenden county shall have no additional points added to their targeting score.

- Screening for all housing categories is predicated on determining:
 - Program eligibility;
 - Fit for Category 1, 2, or 3;
 - Likelihood of achieving stable housing within 90 days of enrollment;
 - Relative need ("but for" criterion).
- All applicants will be contacted within one business day after the Screening determination to notify them of the result and inform them of next steps.
- Applicants who are screened out will be provided with linkage to non-SSVF services that may help address their priority needs as determined in the Pre-Screening and Screening process.

- Applicants who pass the Screening process will be contacted to SSVF program eligibility as documented in the *Program Eligibility* section below.
- HMIS will be updated with the results of the Screening process outcome.
- The Homelessness Prevention Eligibility Screening Disposition Form (Exhibit B9) will be filed in the applicant's file.

Program Eligibility Determination

- Eligibility determination will be conducted for all applicants who pass the Pre-Screen.
- The goal of Eligibility Determination is to verify that potential participants meet all VA and VVS SSVF requirements for participation in the program.
- Program Management or designee (e.g., Program Assistant) will assign a Navigator to the Eligibility data collection process.
- Applicants will be contacted by the Program Assistant within one business day of approval for eligibility. The eligibility process will be explained to the applicant and the list of required information will be communicated. The assigned Navigator may assist with or perform this communication. Whenever possible, eligibility information should be collected via phone, mail, e-mail, and fax. Where necessary, a meeting between a Navigator and the applicant will be scheduled within three business days.
- The Navigator is responsible for assembling the Eligibility information and ensuring outstanding information is collected in a timely manner. Target is three business days from the eligibility meeting, with the understanding that participants and third parties such as employers may not reply on a timely basis. Verification of veteran status via DD-214 is required. Additional required eligibility documentation shall be collected according to the Documentation Standards published in the SSVF Program Guide (e.g., B1, B2, B3, B4, B6, depending on the individual's situation and availability of third party documentation).
- Once the entire information portfolio is complete, the Navigator is responsible for reviewing the portfolio and comparing it against the SSVF Documentation Checklist: Participant Eligibility form (see the *Forms* section of the *Attachments* section).
- Once the Navigator has reviewed the portfolio and filled out the Documentation Checklist, the Eligibility portfolio will be reviewed with program management. The Program Manager will confirm or revise the Navigator's assessment.
- Applicants who are found eligible will be assessed by the Navigator and program management for criteria including Prevention vs. Rapid Re-housing, Threshold score (if Category 1, Prevention), need, likelihood of being successfully housed, likelihood of sustainable stabilization, and overall fit with the program. Program management will determine whether the applicant will be enrolled in the program according to criteria that include fit with SSVF program criteria, need, Prevention/Rapid Re-housing ratios, program capacity, and risk factors such as staff safety, participant safety, or barriers to achieve stable housing. Program Management and Navigator will sign the SSVF Staff Certification Of Eligibility Form (Exhibit B5) as documentation of approval for enrollment.

- Applicants who are not deemed eligible or not confirmed for enrollment will be provided with linkage to non-SSVF services that may help address their priority needs as determined in the Pre-Screen, Screening, and Eligibility processes.
- The Eligibility portfolio will be filed for all applicants. HMIS will be updated, and applicants who are not enrolled will remain in pre-enrollment status.
- Eligible applicants who are approved for enrollment will be scheduled for enrollment within three business days of approval. Program management will assign a Navigator to complete the enrollment process.
- At time of approval for enrollment, the Navigator or Program Assistant will ensure the applicant is exited from pre-enrollment status (Provider 927) in HMIS and entered for program enrollment (Provider 926).

Program Enrollment

When an applicant is approved for enrollment and assigned to a Navigator, the Navigator, assisted by the Program Assistant, will schedule and intake meeting within three business days.

At the intake meeting, the Navigator will collect all required documentation. Required intake documentation includes the following:

- Signed and dated Participant Consent to Exchange Information;
- Signed and dated Program Participation Agreement;
- Completed Housing Stabilization Plan Cover Sheet discussed under Housing Stabilization Plans below).

The Navigator shall be responsible for assuring that the Participant Satisfaction Survey (Exhibit B10) is sent to participants following enrollment.

If Unable to Reach Client

- The navigator will make attempts to call and schedule the veteran in pre-enrolled status at least three times.
- Document all attempts of contact in HMIS under the initial need created for information and referral.
- If no response from veteran on the fourth attempt, navigator will set a follow up for 30 days for the Program Assistant.
- Program Assistant will set time aside once a month to cold call the veterans in the “back burner” section.
- Program Assistant will document the results of the cold calls in HMIS. If veteran is reached and still needing services they will be passed off for further intake services by the navigator.
- If the veteran is not reached it will be assumed they are no longer seeking services at this time.

SSVF Enrollment for HUD-VASH Participants

Potential participants already enrolled in the VA HUD-VASH program will be handled by an exception process. If a veteran is already enrolled in the HUD-VASH program, he/she shall be presumed eligible for SSVF. Case management of these participants shall be provided by the VA HUD-VASH case manager rather than the VVS case manager. The Program Assistant/Navigator shall coordinate with the appropriate VA HUD-VASH case manager for applicable SSVF services such as security deposit. See the HUD-VASH process flow documented in the appendix under Attachment 2: Process Flow Charts for details of this flow.

Case Management

Policy Statement

VVS SSVF case management services shall be proactive rather than reactive. This means that SSVF case managers are expected to and shall be measured on aggressively seeking out, contacting, interacting with, and following up with participants to provide “intensive case management.” Sitting back and waiting for SSVF participants to make contact is not acceptable. In addition, case management consists of successfully completing all the activities associated with the work for a given case, including immediate documentation of service notes in HMIS as reportable evidence of work, even if that work is an unsuccessful attempt to contact a participant.

VVS is committed to truly “managing” the entire case, not just a client. This means challenging and justifying all services, not merely providing the maximum “benefit” to each client. TFA, for instance, must be managed based on need, potential individual outcomes, and programmatic outcomes. In short, VVS has a higher expectation of performance from all staff and subcontractor who provide case management services than merely talking to clients and helping them apply for benefits.

SSVF Program Requirements

The VVS SSVF program shall adhere to the following requirements for case management as documented in 38 CFR 62.31.

Grantees must provide case management services that include, at a minimum:

- (a) Performing a careful assessment of participant functions and developing and monitoring case plans in coordination with a formal assessment of supportive services needed, including necessary follow-up activities, to ensure that the participant’s needs are adequately addressed;*
- (b) Establishing linkages with appropriate agencies and service providers in the area or community to help participants obtain needed supportive services;*
- (c) Providing referrals to participants and related activities (such as scheduling appointments for participants) to help participants obtain needed supportive services, such as medical, social, and educational assistance or other supportive services to address participants’ identified needs and goals;*
- (d) Deciding how resources are allocated to participants on the basis of need; and*
- (e) Educating participants on issues, including, but not limited to, supportive services availability and participant rights.*

Scope of Work

- Case management services including needs assessment, monitoring, follow-up, linkage and/or referral to supportive services, and overall coordination of services shall be provided primarily by subcontracted case management resources (e.g., the Community Action Providers, or CAPs). These case management resources will be called “Regional Case Managers” (RCM) for the purposes of this document.
- Case management services associated with outreach, education, eligibility determination, VBA/VHA benefit linkage, and veteran-specific issues shall be provided by VVS Peer Navigators.
- Case management services associated with resource allocation shall be performed by VVS program management.

Interaction of Navigators and Case Managers

Close coordination between VVS Peer Navigators and Regional Case Managers is critical to successful outcomes for VVS SSVF participants. As noted in the sections on *Participant Screening and Eligibility Determination* and *Program Enrollment*, the VVS Navigator assumes primary responsibility for client engagement and interaction in the pre-enrollment phase through program enrollment. Within three business days of enrollment, the Navigator will hand off the client household to the RCM. Where possible, the hand-off will be via a meeting between the Navigator, Regional Case Manager, and as many members of the client household as appropriate and possible. Outcomes of the hand-off will be:

1. Assumption of primary responsibility for case management services by the RCM;
2. Updating the Housing Stabilization Plan (HSP) Cover Sheet by the Navigator;
3. Creation of HSP detail (i.e., internal case plan) by the RCM that addresses all the issues identified in the HSP;
4. Ensuring the client record is accessible by the RCM in HMIS.

The Navigator will continue to be involved in the following aspects of the client case:

NOTE: Participants who receive HUD-VASH services shall have case management provided per HUD-VASH program guidelines to ensure no overlap of services.

Needs Assessment

Policy Statement

Needs assessment is at the heart of case management. All SSVF services shall be linked to a documented need that relates directly to gaining or retaining stable housing.

Process

In the process of eligibility and enrollment processing, the Navigator will determine high-level needs for participant households. These needs will be documented on the Housing Stabilization Plan (HSP) cover sheet. Following the handoff from Navigator to RCM, the RCM will perform in-depth needs assessment and document these needs in the body of the HSP as discussed in the next section.

Housing Stabilization Plans

Policy Statement

A completed Housing Stabilization Plan (HSP) is a required element of the SSVF program. The HSP is intended to be a living document that is updated regularly (a minimum of once per month) to indicate status, progress toward goals, and potential ongoing or new problem areas that must be addressed to maintain stable housing. The HSP shall explicitly indicate the plan for handling future expenses after (in the absence of) SSVF financial assistance.

Procedures

Every household shall have a completed HSP Cover Sheet within three business days of enrollment, and a fully completed HSP (i.e., including detail provided by the RCM) within ten business days of enrollment.

The Navigator will complete the HSP Cover Sheet and upload into HMIS following enrollment. The HSP Cover Sheet documents major areas of need for the participant household. A sample HSM Cover Sheet template is attached in the *Forms* section of this document. The HSP Cover Sheet is not required to be signed before the detail is completed. Once the detail is completed, the participant head of household must sign and date the HSP.

The RCM will add the HSP detail, addressing all the major areas highlighted in the HSP Cover Sheet including, at a minimum, Intensive Case Management. Additional components will often include financial counseling, income/expense worksheet, budget development, housing search, etc. The RCM may use their own organizational templates (e.g., an “Individual Service Plan”) for the detail. The HSP detail must be developed in conjunction with and full engagement of the participant household, and signed and dated by the participant head of household or designee as proof of agreement. Completed and signed HSP detail shall be uploaded into HMIS.

HSP detail shall contain specific actionable and measurable outcome objectives. The RCM shall update the HCM detail a minimum of once per month and upload into HMIS.

Contact and Follow-up

SSVF requires that participants receive “intensive case management.” At the beginning of engagement with a participant, it is expected that RCMs shall contact participants 2-3 times per week. Difficult or unusually complex cases may require more contact; straightforward cases such as a simple HUD-VASH security deposit may require less.

Case management does not require an in-person visit all the time. It is expected that there will be more face-to-face contact earlier in the engagement, with gradually less physical and more phone contact in later stages as participants become more stably housed.

Case Notes

Policy Statement

VVS SSVF recognizes that intensive case management is the most important component of helping SSVF participants become or remain stably housed. As such, case notes are required as proof that case management and other supportive services are being provided to participants. If a service is not documented by a note, there is no way of verifying that it was provided. Accordingly, all VVS staff and subcontractors are required to document services with a note in HMIS stating the date of

service, nature of service, person and organization providing the service, and duration of service. Note that unsuccessful attempts to provide service, such as an unanswered call or e-mail or a broken appointment, must be documented by a note as well.

Entering Needs, Goals, Services, Service Notes

- VVS staff and subcontractors shall use the VVS HMIS to document needs and case notes.
- All notes shall be entered within a Service using the ServicePoint Service Notes feature.
- Services shall be attached to a Need in ServicePoint. A single Need shall be used where possible, and all Services shall be appended to that Need. For example, a single “Case/Care Management” need will be created at the time of enrollment for all participant households, and staff and subcontractors will add a Service to that need for each episode. Service Notes will be added to that Need.
- Specific Needs shall be created for separate instances (e.g., months) of Financial Assistance.
- Details of using ServicePoint for HMIS will be documented separately in a VVS SSVF HMIS User Guide.

Exiting Participants

- Participants shall be exited as soon as an assessment verifies they are no longer eligible, or if participants violate program participation requirements and fail to meet minimum corrective action goals. Participants will also be exited upon their formal request to discontinue participation in the program.
- If any person in the supportive services team (e.g., Navigator, RCM, Program Assistant, Program Management) becomes aware that a participant has decided to leave the program, all team members should be notified immediately. Program Management will schedule a review of the case to determine status.
- Participants shall receive a letter from the VVS SSVF program upon exit to document their change of status. The letter shall include the SSVF Exit Survey.
- At time of exit, the Navigator or Program Assistant shall exit the participant household from active status in HMIS and update Service Notes with any final information.

Financial Assistance

Policy Statement

VVS SSVF is committed to providing timely temporary financial assistance (TFA) where appropriate and where, per SSVF program requirements, veteran families are in danger of losing stable housing but for the TFA. TFA is to be viewed by all VVS staff and subcontractors as an adjunct to intensive case management and other supportive services. VVS staff and subcontractors shall ensure that providers, partners, and participants alike all understand this TFA policy. TFA shall never be promised to participants, nor should expectations if TFA ever be set, in advance of approval. The HSP shall explicitly indicate the plan for handling future expenses after (in the absence of) SSVF financial assistance.

VVS will adhere to and comply with all applicable University financial and fiscal policies in administering TFA. VVS TFA shall include, whenever possible, an associated co-pay by the

household to help ensure they are engaged to the maximum extent in attaining their own stable housing.

Guidelines and Restrictions

In addition to Case Management and Housing Location services, Temporary Financial Assistance (TFA) is available as an optional benefit of the Vermont Veteran Services Supportive Services for Veteran Families (VVS SSVF) program. All TFA under the SSVF Program may only be provided if such assistance is necessary to enable the participant to obtain or retain permanent housing. All TFA must be paid to a third party; no funds can be disbursed directly to clients. The following types of TFA are available:

- Rental Assistance
- Utility Fee Payment Assistance
- Security/Utility Deposits
- Moving Costs
- Emergency Supplies
- Transportation Assistance

Each form of TFA is described below.

Rental Assistance

Rental Assistance includes the payment of rent, penalties, or fees to help clients remain in or obtain permanent housing. The proposed rent must meet SSVF “rent reasonableness” criteria which factor in whether the rent is typical of the area, size of the unit, amenities and utilities of unit, and age/ construction of the unit. The rent must be sustainable once the family no longer is receiving SSVF financial assistance. Rental assistance is limited to 5 months in a 12 month period (from date of enrollment) or 8 payments in a three year period. A signed lease must be provided, reviewed, and approved by VVS SSVF in advance of any payments.

Assistance for rental arrears is allowed by SSVF, but both SSVF and VVS policy consider arrears only on a case-by-case basis where it is clear that housing stability directly depends on the payment. Case Management Supervisory approval is required for any requests for arrears payment. Any arrears assistance granted is included in the total five months that is permitted.

Utility Fee Assistance

Utility payment assistance includes the payment of utility costs (e.g., heat, electricity, water, sewer) to help clients obtain or retain permanent housing. Amounts owed for telephone, cable, and other utilities not listed above are not eligible. The utility must be in the participant’s name or household member’s name. Written documentation is required that the participant is responsible for payment.

The maximum allowable assistance is 2 months of payment in a 12 month period or 4 months in a 3 year period. Assistance with multiple utility types count as one payment provided they are paid for in the same month.

Security/Utility Deposits

Deposit payment assistance includes the payment of security or utility deposits to help participants obtain permanent housing. Deposit payment assistance does not count towards the monthly assistance restrictions for both rent and allowable utilities. A signed lease and landlord W-9 are required in advance of any security deposit payment. Participants are limited to one payment in a three year period. The “rent reasonableness” guidelines described for rental assistance above apply to security deposit assistance.

Moving Costs

Moving cost payment assistance covers costs necessary to help the participant obtain permanent housing and may include reasonable costs for expenses 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. The participant must provide at least two quotes from moving companies. VVS SSVF can provide no more than one payment in a three year period.

If the participant fails to hold the scheduled appointment with movers, the costs are still charged to the VVS program and therefore the participant will receive no additional moving assistance from the program.

Emergency Supplies

VVS SSVF may purchase emergency supplies for a participant on a temporary basis, as deemed necessary for the participant’s life or safety. Emergency Supplies can include items such as food, winter clothing, baby formula, diapers, and medical supplies. A variety of additional expenses may be eligible as emergency supplies, so when in doubt the RCM should contact the VVS office about eligibility. Approval by the Program Operations Manager is required in advance of the purchase of any emergency supplies. The maximum allowable assistance in a three year period is \$500.00.

Transportation Assistance

Transportation assistance is available if necessary to enhance housing stability. The preferred approach is public transportation tokens or vouchers for participants with access to public transportation.

If public transportation options are not locally available, as is often the case in rural Vermont, VVS SSVF may optionally provide vehicle repair or maintenance assistance on behalf of a participant who requires a vehicle to enhance housing stability. Participants must provide at least two written quotes for repairs with their request for financial assistance. To be eligible, repairs must be required to improve the safety of a vehicle or to pass inspection. The maximum transportation financial assistance is \$1000.00 in a 3 year period. VVS SSVF requires receipt and approval of a final invoice before payment can be made. Payment can be made via a credit card payment over the phone or mailed check.

TFA Requests

- RCMs may request TFA, with the “but for” criteria in mind, by creating a need in HMIS.
- The TFA request must specifically address an issue in the HSP.

- Case Management Supervisor or CAP Manager shall be responsible for ensuring the TFA request is appropriate and that supporting documentation is complete and accurate. Required documentation includes the following:
 - Citation of the HSP need being addressed;
 - Completed TFA request form;
 - Accurate W-9 for the organization/person receiving the TFA payment;
 - Completed prospective (i.e., forecast for at least six months) budget worksheet for the participant showing how the TFA will be used to gain/retain stable housing and the path forward to sustainability.
- Once the supporting documentation is assembled and need verified, the Case Management Supervisor or CAP Manager shall review the TFA request and decide whether to approve or decline.
- Once a request is approved, the RCM will upload required documentation into HMIS and add a need in HMIS. The RCM will notify the Navigator or Program Assistant of the pending need with an e-mail or phone call.
- The Navigator shall enter a Service associated with the Need in HMIS for TFA once the TFA is approved. Dates of service should be entered for the entire service (e.g., rental assistance for the month of March would be 3/1/2013-3/31/2013).

Critical Incidents

Policy Statement

The VVS SSVF program shall ensure prevention, timely reporting, and remediation occurs for all critical incidents. Critical incidents include events such as participant and staff injury, aggression, violence, suicide, and attempted suicide.

Prevention

Prevention of critical incidents relies on training of all program and subcontractor staff in what critical incidents are and how to avoid them. All staff and subcontractors shall receive or provide proof of Critical Incident training within one month of hire or engagement.

Reporting

VVS staff and subcontractors shall report all potential critical incidents within one business day of occurrence. All VVS and subcontractor staff shall be trained and responsible for adherence to applicable state and federal mandated reporting requirements.

VVS staff shall report critical incidents directly to VVS program management. Subcontractor staff shall report critical incidents to their management via their organizations' applicable local procedures, and subcontractor management shall report to VVS program management within one business day of the event.

VVS program management shall be responsible for determining the level of potential risk and further reporting to appropriate authorities (e.g., state, federal, local, SSVF Program Office, etc.).

Remediation

TBD

Grievances

Policy Statement

VVS shall provide its participants with a fair and efficient process to present and resolve complaints and grievances. Participants shall have the right to present and resolve complaints and grievances with the VVS or national SSVF program in a timely manner.

Procedure

Any written complaint against the VVS SSVF program will be reviewed by Program Management and forwarded to the Program Director within ten business days of its receipt. The Program Director or representative will respond within 30 days by:

- Assisting the complainant in articulating /identifying issues, if needed.
- Determining what action needs to be taken, if any.
- Responding in writing to complainant with clear identification of issue and specifics about its proposed resolution.

SSVF program grievances received by subcontractors shall be routed through the subcontractor's standard process AND escalated to the VVS Program Manager.

Assistance Obtaining Benefits

VA Benefits

Policy Statement

VVS SSVF is committed to working collaboratively with the VA to ensure veterans and their families receive the benefits such as healthcare and disability and services such as HUD-VASH to which they are entitled.

Procedures

Upon enrollment, VVS Navigators and Case Managers shall ensure all veterans are linked to desired VA benefits and services. This includes notifying VA case managers or social workers and referring SSVF participants to them. Navigators may also assist participants with VA applications on request.

Obtaining and Coordinating Other Public Benefits

Policy Statement

VVS SSVF is committed to working collaboratively with approved non-SSVF programs to ensure that participants receive benefits such as healthcare, disability, and nutritional assistance and services such as employment and vocational rehabilitation assistance to which they are entitled. The goal of coordinating these services and benefits is to help participants gain or retain stable housing. External programs include, but are not limited to, Social Security, Vermont Medicaid, Vermont SNAP, VHA programs, VBA programs, VA HUD-VASH, and VA Grant per Diem. To the best of its ability, VVS SSVF shall observe all federal, state, and local requirements relating to interaction with other

programs through which VVS SSVF participants may receive services. VVS SSVF shall ensure no unauthorized duplication or overlap of services or benefits occurs for enrolled SSVF participant households who receive services from other programs.

Procedures

Upon enrollment, VVS Case Managers shall ensure all veterans are linked to desired State or Federal benefits and services. This includes determining what program are available, eligibility, and assisting with applications.

Ongoing Reassessment and Recertification of Eligibility

Policy Statement

Participant households shall be reassessed for program eligibility at minimum specified intervals during their participation in the program. Interim reassessments may be requested by program management if there is compelling evidence that participants have

Reassessment Criteria

- Participant households shall be reassessed for program eligibility no later than every 90 days following enrollment.
- Reassessments shall be done for the duration of participation in the program.
- The Peer Navigator shall have primary responsibility for ensuring the reassessment is completed on time with all required documentation. Regional case managers shall provide assistance in collecting required documentation and scheduling reassessment interviews.
- A reassessment meeting shall be held with the Peer Navigator, RCM, and at least the head of household.
- Reassessment of income shall be the preliminary determination of eligibility. Wherever possible, written third-party verification of income for the entire household will be obtained. Households that no longer meet income thresholds shall be exited from the program within five business days.
- It shall be presumed that military service history from initial eligibility remains unchanged (i.e., DD214 or other supporting evidence does not need to be collected at reassessment).
- Households that meet income eligibility shall have their housing stabilization plan (HSP) and case notes reviewed for evidence of program compliance, program engagement, and a positive trajectory toward stable housing. Evidence of compliance, engagement, and stability include adherence to the HSP, meeting target dates for required actions, coming to scheduled case meetings, prompt return of phone calls, decreasing need for rental financial assistance, and other quantifiable proof. The HSP shall be updated following review.
- Where the reassessment provides compelling evidence that the household has not been in compliance or fully engaged in the program, the Navigator shall highlight that situation to program management. The head of household shall be notified, in person wherever possible, and always by letter, that ongoing program eligibility depends on full engagement and compliance, and a deadline shall be established by which the household must demonstrate evidence of engagement and compliance.

- Households that fail to show evidence of engagement and compliance by the deadline shall be formally notified in writing and they will be suspended from the program pending evidence of a good faith effort to fully engage and/or comply with program requirements.

Adjusting Assistance

As part of the reassessment process and HSP review, the level and types of assistance to be provided will be adjusted to accommodate any noted gaps in achieving or maintaining housing stability. Adjustments include but are not limited to intensive case management, financial counseling, budgeting, and financial assistance. Where necessary (e.g., inappropriate income/expense ratios, failure to gain employment or disability benefits within the originally estimated time horizon, etc.), participants will be evaluated for the need to seek a different housing option.

Documentation

It is strongly preferred that HMIS shall be updated in real time with reassessment information including any new file attachments such as verification of income, updated HSP, and updated budget forecasts. HMIS shall be updated within a maximum of three business days of reassessment.

Suspense and Termination of Assistance

Policy Statement

VVS SSVF is committed to providing timely assistance to eligible veteran households in helping them gain and retain stable housing. Because the resources to assist veteran households is limited, it is critical that services are terminated as soon as participants are stably housed or if participants are not fully engaged in or compliant with the program.

Suspense

If at reassessment or any other time the program has evidence that a participant is no longer eligible, was never eligible, has not been fully engaged in the program, and/or has not been fully compliant with program requirements, a suspense review will be held by program management. Examples of lack of engagement and non-compliance include failure to attend meetings, failure to return phone calls or e-mails, failure to engage in activities such as financial counseling, failure to disclose all income or expenses, etc. If it is determined that one or more of the above conditions are met, the suspense of services process will begin as documented next:

- A case note shall be entered documenting the situation and the suspense of services.
- The case manager or Navigator contacts the head of household to inform him/her of the situation and schedule a meeting within three business days. If the participant can not be reached within three days, a letter of suspense and pending termination shall be sent to the participant.
- At the meeting, the head of household is notified of the issues, the possible consequences, and given an opportunity to explain or rebut. The participant will be given a maximum of five business days to comply with any conditions (e.g., provide verification of income, attend required meetings, perform required activities).
- At the date set in the meeting, the same team (participant, case manager, and Navigator) will review progress and determine whether services will be continued or terminated.

- HMIS will be updated with the outcome. The participant will either have services resumed or have services terminated.

Termination and Exit Process

Participant households shall be terminated from the program when one of the following conditions is fulfilled:

- Successful program completion;
- Unable to be stably housed within 90 days;
- Failure to engage or comply with program requirements (e.g., following suspense).

Exit Process

Participants will be identified by Program Management and assigned to VVS staff (Navigator or Program Assistant) for processing.

The assigned staff will contact the regional case manager about the pending termination, get any additional pertinent information about the case, and schedule a tentative exit meeting date.

The Navigator/PA will contact the head of household notifying him/her of the pending termination and to schedule an exit meeting within five business days. If a participant cannot be contacted, the Suspense protocol documented above shall be initiated.

The exit interview shall include the case manager, Navigator/PA, and head of household. The exit interview will include a review of the history, and record successes, areas for improvement, and outstanding issues. Suggestions for ongoing services will be documented for the participant, including referral or transfer to other programs (e.g., HUD-VASH). A follow-up call shall be scheduled for the Navigator to speak to the participant 90 days after exit. The participant will be given an exit questionnaire and envelope.

Following the exit interview, HMIS will be updated by the Navigator with a note of the interview outcomes, and the participant household will be exited from the program.

The Navigator/PA will send an exit letter to the participant. The letter will specify the exit date and reason(s) for termination.

Recordkeeping

Policy Statement

Client privacy, confidentiality, and information security shall be guaranteed by all program staff and subcontractors. All client information is “owned” by the client, and VVS shall act as a steward of that information by protecting it from any use other than that required for operation of the program. Client information shall not be shared with other entities without prior permission (e.g., a signed Release of Information) by the client.

Release of Information

A valid, current revision Release of Information (ROI) form shall be signed by at least participant head of household for all participant households no later than the time of program enrollment. The ROI shall be maintained in both the physical and electronic the client record. In emergency cases where an ROI has not been obtained but the client has verbally authorized release of information, a

note may be entered in HMIS and information released to the appropriate individual/organization for a period of up to three business days, after which a signed ROI must be obtained and stored in the client record.

Physical Record Security

All hard copy records containing client information shall be controlled by the VVS program and its staff and subcontractors. These records shall be maintained in the VVS offices and access shall be restricted to authorized use. VVS offices shall be locked during non-business hours. Client records shall be stored in locked files during non-business hours.

E-Mail Security

E-mails shall never include identifiable client information such as name, date of birth, and social security number. Use only numeric client identifiers (e.g., the 5-digit client ID from ServicePoint). If unknown, initials are an acceptable substitute. When dealing with an external entity that does not use the VVS numbering system, direct voice contact is the preferred method.

Voice Security

All reasonable care shall be exercised when discussing client information in discussions, whether face-to-face or over the phone, to ensure client privacy, confidentiality, and information security are preserved. No client information shall be discussed with people/organizations for which client permission has not been granted by ROI. No client identifiable information shall be recorded in voicemail to external entities.

Data Security

All computers and related devices including tablets, smart phones, etc. used by VVS staff and subcontractors shall be password protected. No files with client information shall be stored on personal devices. Unencrypted “flash” or “thumb” drives are prohibited for storage of client data. HMIS is the only approved repository for client information. Care shall be exercised to avoid creating and retaining intentional or unintentional copies of files (e.g., download folders shall be purged regularly). UVM policy for PII shall be observed for all VVS client data.

Record Retention

Paper records shall be retained for three years following the last program exit of a participant.

HMIS data shall be maintained perpetually unless a written request is made by the participant to purge data in order to enable rapid, accurate re-admission and to enable statewide availability of homeless services through the BOS CoC. Vermont BOS CoC HMIS data policy shall be followed for this data.

Data Repository and Quality

Policy Statement

Accurate, complete, and reliable data is a core requirement for achieving the program’s goals. The VVS SSVF program relies on data to provide excellent service, perform monthly, quarterly, and annual reporting, and continually improve performance. All program staff and subcontractors shall make every effort to ensure the highest quality data is captured, entered, and maintained. All VVS

SSVF staff and subcontractors shall be appraised on timeliness, completeness, and quality of data entry and maintenance as part of their performance measurement.

Local Program Information Repository

The VVS Homeless Management Information System (HMIS) shall be the information repository for the local program. VVS shall acquire licenses for a HUD-certified HMIS for all staff and subcontractors who will be entering data. The HMIS shall be the official data repository of the program. Paper records such as ROIs, participation agreements, budgets, and housing stabilization plans that are not available as electronic forms within HMIS shall be scanned and uploaded as attachments to the participant's HMIS record.

Data Entry

Whenever possible, data shall be entered into HMIS in real time by the person collecting the data. Only named users shall access their HMIS accounts. In no case will username/password be shared by the named account holder with another person.

All required data shall be entered accurately and immediately. In certain circumstances, with advance approval by Program Management (e.g., for a subcontractor case manager who does not have an HMIS account), data may be entered up to three business days after collection. The entire client record and service history shall be completely and accurately entered and updated.

Data Quality

The VVS SSVF program shall meet or exceed all required HMIS data elements quality standards for monthly, quarterly, and annual reporting.

Data quality shall be monitored at a minimum frequency of once per week by Program Management for adherence to minimum SSVF program data quality standards. Feedback shall be provided on a weekly and monthly basis to all staff and subcontractors who have missing, incorrect, incomplete data entered for client records. All staff/subcontractors notified of substandard data shall correct deficiencies within two business days.

Employee Training Plan

Internal Monitoring and Evaluation Plan

Reporting Requirements

Quarterly Performance Reports

- Quarterly Financial Reports
- Quarterly Programmatic Reports

Financial Management

Grant Draw Down

Grant Draw Down shall be performed by UVM Sponsored Projects Administration/Grant and Contract Administration according to applicable internal UVM financial processes and controls. Refer to UVM policy and procedures as documented at www.uvm.edu/policies/.

Subcontracted Services

Subcontracted services including sub-awards, contractors, and consultants) Subcontractors shall be engaged and managed according to relevant UVM Procurement policy. Refer to UVM policy and procedure as documented at www.uvm.edu/policies/. Subcontracted service providers shall be managed to ensure acceptable performance and accountability according to the terms and conditions documented in the applicable contract.

Attachment 1: Forms

VVS SSVF Application/Referral Form



Vermont Veteran Services Supportive Services for Veteran Families Program Information Request/Pre-Screen Form

The Vermont Veteran Services Supportive Services for Veteran Families (VVS SSVF) program provides housing stabilization assistance to very low-income families with a veteran head of household who are now or at risk of becoming homeless. Applicants may indicate interest and start the pre-screening process by filling out this form.

To be considered for the VVS SSVF program, please answer the questions below. You can give the completed form to an SSVF Veteran Peer Navigator, mail written forms to VVS SSVF, Center for Clinical and Translational Science, University of Vermont, 89 Beaumont Avenue, Given Courtyard S351, Burlington, VT 05405, fax to 802-656-2419, or e-mail to Caitlin.Ettenborough@UVM.edu. You will be contacted by a VVS SSVF representative.

<p>Please provide the following information to begin the pre-screening process. All information is kept strictly confidential and used only for the SSVF program.</p>	
Date: _____	Name: _____
Phone(s): _____	E-Mail: _____
Residence/Mailing address: _____ _____	
Best way to reach you: _____	
Are you (check one): Currently Homeless? <input type="checkbox"/> OR Losing your home? <input type="checkbox"/>	
When will you become homeless? _____	
Total Household Monthly Income: _____ <i>(including any VA and SSI disability income)</i>	Number in Household: _____
Dates of Military Service: _____ Active Duty? Y / N	
Branch: _____ Discharge Type Other than Dishonorable? Y / N	

The Vermont Veteran Services Supportive Services for Veteran Families program is managed by the University of Vermont Center for Clinical and Translational Science with funding from the U.S. Department of Veterans Affairs.

Revised March 15, 2013

VVS SSVF Pre-Screening Form

Pre-Screen Pass: Yes / No

Category: RR / Prevention*
<small>*Complete Eligibility Disposition Screening Form</small>

Vermont Supportive Services for Veteran Families Pre-Screen Form

Participant Name: _____ Date/Time Contacted: _____

SSVF Staff Member: _____

Current Housing Status: _____

When will client become homeless? _____ Number in Household: _____

Total Household Monthly Income: _____ Children Ages: _____

Dates of Military Service: _____ Active Duty? Y / N

Branch: _____ Discharge Type: _____ DD214 Available? Y / N

Current Needs	Need?	Linked	Comments
VA Benefits	<input type="checkbox"/>	<input type="checkbox"/>	
Transportation	<input type="checkbox"/>	<input type="checkbox"/>	
Child Care	<input type="checkbox"/>	<input type="checkbox"/>	
Health	<input type="checkbox"/>	<input type="checkbox"/>	
Financial Assistance	<input type="checkbox"/>	<input type="checkbox"/>	
Other	<input type="checkbox"/>	<input type="checkbox"/>	

SSVF Eligibility Disposition Screening Form

<p>Supportive Services for Veteran Families (SSVF) Homelessness Prevention Eligibility Screening Disposition Form</p>
--

SCREENING DATE (e.g., 05/24/2010)

		/			/			
Month	Day		Year					

APPLICANT HEAD OF HOUSEHOLD

First Name	Last Name

STAGE 1: VA ELIGIBILITY

Eligibility Condition 1. Veteran Status	
<p>Eligible? __ YES __ NO</p>	<p>VA Eligibility Requirements</p> <p><input type="checkbox"/> Served in the active military, naval, air service, Merchant Marines, or was activated by Presidential order and served in another state or country while in the National Guard or Reserves.</p> <p><input type="checkbox"/> Other than dishonorable discharge</p>

Eligibility Condition 2. Very Low Income Status	
<p>Eligible? ___ YES ___ NO</p>	<p>VA Eligibility Requirement:</p> <p><input type="checkbox"/> Gross annual household income less than 50% Area Median Income for household size (grantee may set lower income threshold)</p> <p>Household size (all adults/children): _____</p> <p>50% of Area Median Income for Household Size: \$ _____</p> <p>Total Annual Gross Income from All Sources: \$ _____</p>

University of Vermont Eligibility Disposition Screening Form

Eligibility Condition 3. Imminently At-Risk of Literal Homelessness	
Eligible? ___ YES ___ NO	VA Eligibility Requirements: <input type="checkbox"/> Imminent loss of current primary nighttime residence (housing an individual or family owns, rents, or lives in with or without paying rent; housing shared with others; and rooms in hotels or motels paid for by the individual or family); AND <input type="checkbox"/> No other residence; AND <input type="checkbox"/> No resources or support networks, e.g., family, friends, faith-based or other social networks, immediately available to prevent them from becoming literally homeless; AND <input type="checkbox"/> At least one of the following: <input type="checkbox"/> Has moved because of economic reasons two or more times during the 60 days immediately preceding the application for homelessness prevention assistance; <input type="checkbox"/> Is living in the home of another because of economic hardship; <input type="checkbox"/> Has been notified in writing that their right to occupy their current housing or living situation will be terminated within 21 days after the date of application for assistance; <input type="checkbox"/> Lives in a hotel or motel and the cost of the hotel or motel stay is not paid by charitable organizations or by Federal, State, or local government programs for low-income individuals; <input type="checkbox"/> Is exiting a publicly funded institution, or system of care (such as a health-care facility, a mental health facility, or correctional institution) without a stable housing plan; OR <input type="checkbox"/> Otherwise lives in housing that has characteristics associated with instability and an increased risk of homelessness, as identified in the SSVF grantee's VA approved Grantee Screening Criteria and Targeting Threshold Plan. VA approved housing situation(s):

University of Vermont Eligibility Disposition Screening Form

Other Program Eligibility Conditions	
Additional Grantee Eligibility Requirements (as identified in SSVF grantee's VA approved <i>Grantee Screening Criteria and Targeting Threshold Plan</i>):	
Eligible? <input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> Not Applicable	

Stage 1 Disposition	
	Eligible: <u>Meets ALL Eligibility Requirements Above-Complete Stage 2</u>
	Not Eligible: <u>Does Not Meet One or More Eligibility Requirements Above</u>

University of Vermont Eligibility Disposition Screening Form

STAGE 2: TARGETING

'x' all that apply	Targeting Criteria	Point Value
	Has moved because of economic factors two or more times in the past 60 days	3
	Living in a hotel or motel not paid for by charitable organizations or by Federal, State, or local government programs	3
	Living with friends or family, on a temporary basis	3
	Being discharged from an institution and reintegrating into the community without a stable housing plan	3
	History of homelessness as an adult, prior to any homeless episode occurring in the past 60 days	3
	Households annual gross income is less than 30% of local Area Median Income for household size	3
	Housing loss within 14 days	3
	At least one dependent child under age 6	3
	At least one dependent child age 6 – 17	2
	Veteran returning from Iraq or Afghanistan	2
	Applied for shelter or spent at least one night during the prior 60 days literally homeless (shelter, place not meant for human habitation, transitional housing for homeless persons)	2
	Sudden and significant loss of income, including employment and/or cash benefits	2
	Housing loss within 21 days	2
	Rental and/or utility arrears	1
Total Points (Sum of VA targeting criteria checked above. Total points must be added manually)		

University of Vermont Eligibility Disposition Screening Form

'X' all that apply	Additional Targeting Criteria Established by Grantee (as identified in SSVF grantee's VA approved Grantee Screening Criteria and Targeting Threshold Plan)	Point Value
	Veteran family is seeking housing in a "rural" region (i.e., outside of the Greater Chittenden County Metropolitan Statistical Area)	1
Total Points (Sum of additional VA approved grantee targeting criteria points checked above. Total points must be added manually.)		

Total Targeting Points (Sum of VA/Grantee points above. Total points must be added manually.)	
---	--

Stage 2 Disposition	
	Meets Targeting Threshold VA Approved Targeting Threshold Score: <input type="text" value="6"/>
	Does Not Meet Targeting Threshold

SSVF STAFF COMPLETING SCREENING FORM:

--	--

First Name (Print)

Last Name (Print)

--

Signature

Release of Information



Vermont Veteran Services Supportive Services for Veteran Families Participant Consent to Exchange of Information

I authorize the Vermont Veteran Services Supportive Services for Veteran Families (VVS SSVF) Program staff to communicate with the following entities to help me achieve stable housing: U.S Department of Veterans Affairs, Vermont Office of Veteran Affairs, Vermont housing agencies (Central Vermont Community Action Council, Champlain Valley Office of Economic Opportunity, Northeast Kingdom Community Action, Southeast Vermont Community Action, and BROCC), the Chittenden County Continuum of Care, Vermont Balance of State Continuum of Care, housing providers, and the other people or organizations entered below. In addition, I authorize VVS SSVF to collect and enter information required by the national SSVF program into the VVS SSVF Homeless Management Information System (HMIS) as required by HUD and the VA as a condition of providing housing services.

The purpose of this disclosure is to facilitate my access to homeless prevention/rapid re-housing services, and to enable SSVF staff to assist me in connecting with other helpful resources, such as housing, financial, health-related, legal, and other services.

I agree that a photocopy, fax transmission, or electronically scanned original of this authorization be accepted with the same authority as the original signed copy. I give authorized recipients of this consent form my permission to freely discuss my plan of care, treatment, and observations or recommendations with VVS SSVF program staff.

This authorization will expire as of: _____.
(If left blank, this consent will expire upon termination of my participation in the VVS SSVF Program.) I understand that I can revoke this authorization in writing at any time, except to the extent that any action has already been taken. I understand that I can get any questions answered by calling 802-656-3232.

I also authorize VVS SSVF to communicate with the following people or organizations concerning the information noted above (or check "None"):

_____ None

Printed Name of Participant

Signature of Participant

Date

Signature of VVS SSVF staff member

Date

Participation Agreement



Vermont Veteran Services Supportive Services for Veteran Families Program Participation Application and Agreement

As a participant in the University of Vermont Supportive Services for Veteran Families (SSVF) Homeless Prevention/Rapid Re-Housing program, I/We,

_____ Agree (please check all you agree with):

- _____ To complete the initial intake process by providing all requested information accurately, honestly, and on a timely basis.
- _____ To complete an assessment with my case manager.
- _____ To answer all questions truthfully and completely.
- _____ To be an active participant in the development of my service plan.
- _____ To work collaboratively and with my case manager, other service provider staff, and landlord to maintain my housing.
- _____ To meet with my case manager at the frequency specified in my housing stabilization plan.
- _____ To allow my case manager in my home.
- _____ To comply with all local, state, and federal civil and criminal laws relating to gaining and maintaining my housing.

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

- A meeting with members of the Supportive Services Team to receive continued services;
- A suspension of the housing services team providing financial resources and services to maintain housing or placement into housing; and
- A termination of SSVF program participation, funding, and services.

I agree with the terms and requirements to receive SSVF services. I also understand that providing ANY 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 specified in the SSVF program regulations, availability of funds, and staff needed for participation.

Client Signature

Date

Client Signature

Date

Client Signature

Date

VVS SSVF Sample Housing Stabilization Plan (HSP) Cover Sheet



Participant Name: _____
 Navigator Name: _____
 Case Manager Name: _____
 Date: _____

Cover Sheet (To be Filled Out by Navigator)

<p>Housing Goal(s):</p> <hr/> <p>Long-Term Goals (These steps will lead to attainment of the housing goal above)</p> <p>Employment:</p> <p>Financial:</p> <p>Health and Well-Being:</p> <p>Legal:</p> <hr/> <p>Barrier(s) (These are items that are preventing attainment of the housing goal above)</p> <p>Employment:</p> <p>Financial:</p> <p>Health and Well-Being:</p> <p>Legal:</p>

The above goals were developed in partnership with my Peer Navigator and I understand that I will be accountable for completing the tasks associated with each goal.

Participant: _____
 Date: _____

VVS SSVF Sample Housing Stabilization Plan (HSP)



Participant Name: _____
 Navigator Name: _____
 Case Manager Name: _____
 Date: _____

Navigator: _____
 Date: _____

HOUSING STABILIZATION PLAN

Measurable Goal:
Barrier Addressed:

Action Step:	Who:	Target Date:	Completed:

Follow up Meeting Date	Attended? (Yes or No)	Review of Goals	New Goals Created	HMIS Updated	Date Goal Completed

SSVF Reassessment Form



Supportive Services for Veteran Families Reassessment Checklist

Client Name: _____ Date of Reassessment: _____

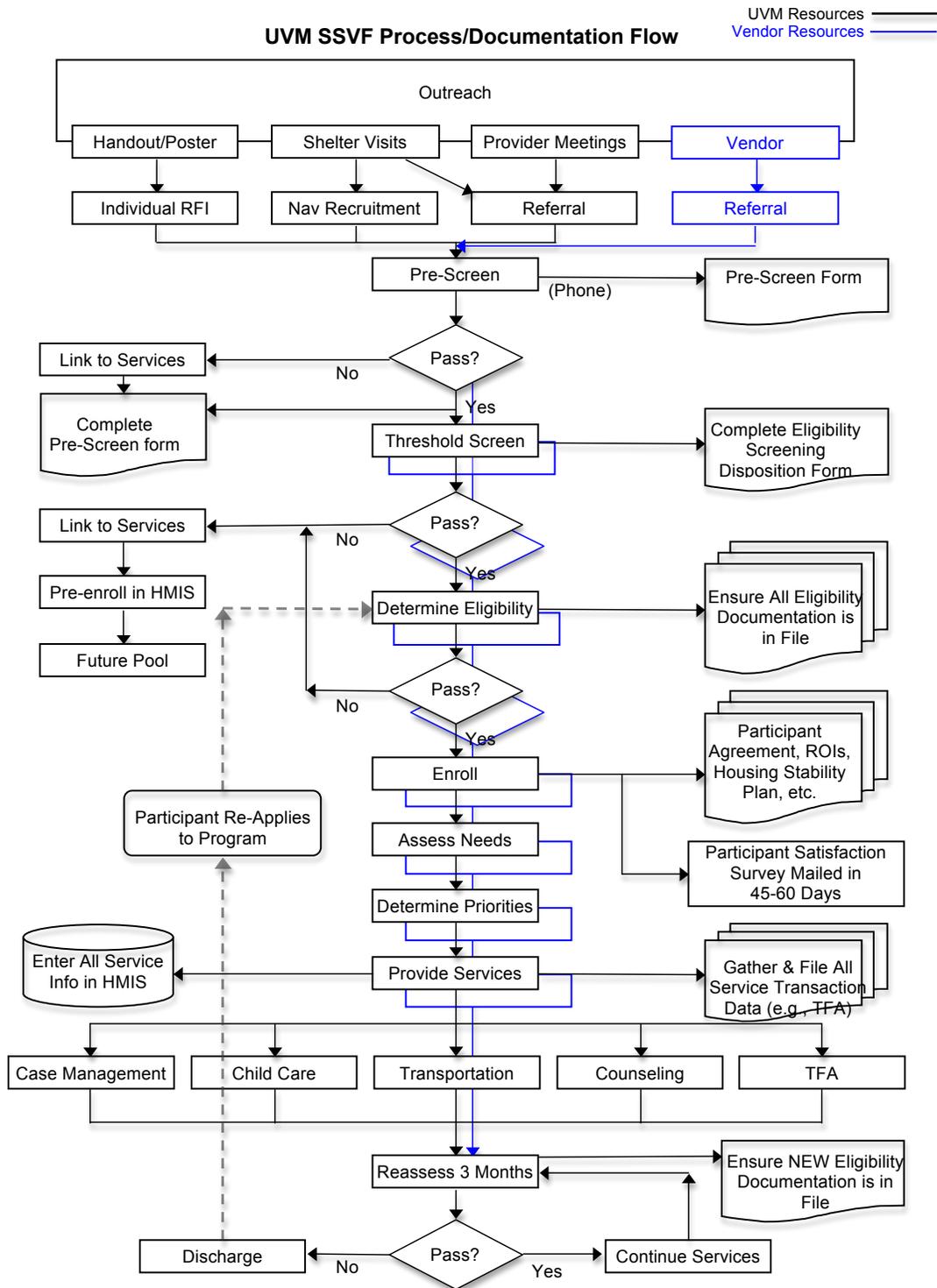
VVS Navigator: _____ Current Housing Status: _____

Case Manager: _____

Reassessment Step	Pass?	Date Completed
Income Eligibility Reviewed & Documented	Yes / No	
IF NO (income ineligible), Client Exit Process Initiated		
Participant Compliance and Engagement Reviewed	Yes / No	
IF NO (not in compliance), Client Suspension Process Initiated		
Client/Navigator/Case Manager Meeting Held		
Housing Stabilization Plan Reviewed		
Housing Stabilization Plan Updated & Signed by Client/Nav/Case Mgr		
Assistance Adjusted per Stabilization Plan		
Landlord Contacted with Update		
All Data/Attachments Entered in HMIS		

Attachment 2: Process Flow Charts

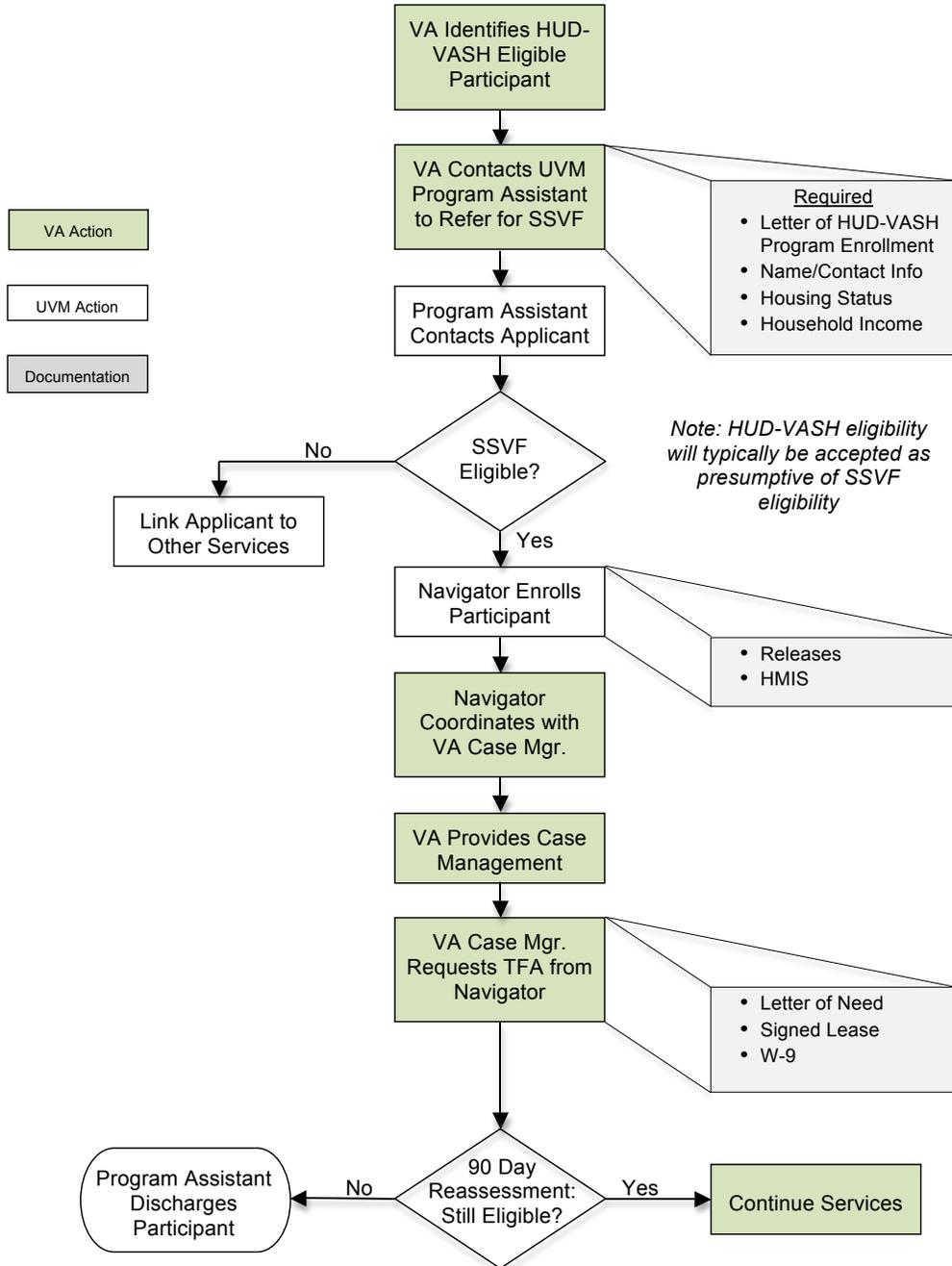
Master Process Flow



HUD-VASH Process Flow



VVS SSVF Process Flow HUD-VASH



Updated June 2013

