

# SSVF Operations and Compliance FAQs

## Modified Service Delivery

### **1. As a precaution for Agency has decided to stop all face to face contacts and community work for staff. Is this allowable under SSVF Regulations?**

SSVF is part of the critical social service infrastructure that must remain open and available for those in need. This needs to be done, and can be done, in a way that protects staff. Although SSVF is required to continue operations, grantees may use telework services and remote access to continue to serve Veteran families. There are several elements we are asking Grantees to consider when making decisions that will impact the delivery of services to homeless Veterans.

- What are the options to continue to have contact with Veterans currently enrolled with SSVF? (phones, laptop, telehealth systems, etc.)
- Will your Grant need to acquire the technology needed to ensure business can continue?
- How will your agency continue to enroll homeless Veterans? (phone, laptop, telehealth systems, etc.)
- What system will you have in place to ensure signatures are obtained for documentation when possible?
- Will there be local policies and procedures be developed or updated to address the expectations and functioning of the Grant during this crisis?
- Grantees will need to keep their SSVF Regional Coordinator updated with the plan to ensure services are being delivered and when changes are made.

### **2. Can Grantees accept verbal, email, or text consent and self-certifications if they are unable to get signed documents by the Veteran, landlord, etc.?**

For Grantees who have been limited in their ability to meet face to face and/or complete community work in the traditional sense, it is allowable to obtain verbal or other interim forms of consent and self-certifications until signatures can be obtained. Grantees need to ensure there is clear documentation that consent was provided in the Veteran's file. It is recommended as part of any policies and procedures being developed, these case files are identified as needing signatures when possible.

### **3. What do Grantees do if our office is closed and we are not able to obtain copies of necessary documents for enrollments and recertifications?**

The SSVF Program Office anticipates many Grantees will temporarily move to a telework or limited access office situation. In this circumstance, it will be important for Grantees to do their best to get appropriate documentation for the case file. This may be in a non-traditional format (pictures of documents sent via text, showing document via face time apps, etc.), collected at a later date, or require a more frequent use of self-certification. It will be prudent for Grantees to continue to work to protect Veteran privacy throughout service provisions.

### **4. What are the flexibilities given the SSVF Grantee is not currently able to assist the Veteran to search for housing?**

The SSVF Program Office understands the current crisis will impact the ability for SSVF Grantees to assist with housing search and inspections. We are asking that Grantees consider all options and modalities for connecting Veterans with housing units and utilizing landlord relationships to negotiate ongoing housing placements. The Program Office is also encouraging Grantees to consider these placements carefully in regard to inspections. How might an inspection take place? Does the landlord understand unit habitability expectations and their obligation to make corrections at time of placement and throughout tenancy?

**5. Should a Grantee agency have several staff sick with COVID -19 and need to suspend services what should we do?**

As we all work through the uncertainty of the current crisis, we would ask that SSVF Grantees keep their Regional Coordinator updated on events that impact service delivery. The Program Office will defer to the Grantees local policies and procedures and crisis planning regarding infections disease/health related issues. The health and wellbeing of SSVF Grantee and Agency staff is important to everyone involved.

**6. Are SSVF Grantees considered essential staff as it relates to quarantine orders?**

The SSVF Program is a part of the Department of Veterans Affairs Healthcare System (VHA), and as a part of the VHA, it is expected that Grantees will continue to serve homeless Veterans. SSVF is part of the critical social service infrastructure that must remain open and available for those in need. This also needs to be done, and can be done, in a way that protects staff. Although SSVF is required to continue operations, grantees may use telework services and remote access to continue to serve Veteran families.

**7. Can we use SSVF Funds to partially cover internet for staff that are working remotely. E.g.: each staff member expenses \$50 per month to offset use of their internet for work.**

The SSVF Program Office recognizes as Grantees are required to work from alternative locations, there may be a need to ensure they have access to all necessary technology to ensure continued services are being provided. As such, some Grantees may find it necessary to assist staff with accessing internet services at their home. In those cases, Grantees are allowed to do so during this time of uncertainty. Grantees will need to ensure they have documented the need and the cost as reasonable.

**8. As SSVF Grantees continue to provide services, are we able to provide hazard pay to staff?**

The SSVF Program Office certainly appreciates the hard work and creativity that Grantees have right now. While we understand Grantees are doing what they can to serve Veterans, we also want everyone to do so in a safe manner. The Program Office has made numerous allowances for virtual work i.e. phone intakes and interviews, virtual housing inspections, virtual contacts with Veterans, etc. Because we are able to make these accommodations due to increasing risks to staff and stay at home orders in place, we are not requiring that Grantees meet face to face with Veterans, landlords, other providers, etc. Therefore, we are not able to accommodate requests to pay hazard pay at this time.

**9. Can we now offer overtime due to increased caseload sizes because we are not supposed to discharge anyone?**

Grantees may consider overtime pay for SSVF Staff. However, it must continue to meet the Overtime standards as outlined in the OMB Circulars.

**10. We need to lease an additional vehicle for temporary staff/transport Vets safely/transport supplies to Vets. Since we are allowed to lease for 1 year, can we pay the entire year upfront out of CARES funding?**

If SSVF Grantees find that leasing a vehicle is applicable and reasonable, this would be an allowable expense. Grantees can pay for the 1year lease upfront when necessary. Lease costs, mileage, and maintenance would be included in the same line item for leasing. All other costs associated with vehicle leases can be entered as a separate line item in other non-provisional services personnel and other costs of the budget. Please note: The purchase of vehicles remains an unallowable cost.

## **Emergency Housing Assistance and Expanded Emergency Housing Assistance**

**11. What happens if we utilize EHA for a vulnerable Veteran to be placed in a motel, but the Veteran does not have housing identified prior to this placement?**

The SSVF Program Office understands the current crisis will impact the ability for SSVF Grantees to assist with housing search and inspections. Grantees will need to be strategic and forthcoming with Veterans about housing expectations and the limited time that this option is available to them. Grantees will also need to be strategic with the agreements they develop with motels around length of time, cost per night, and method of payment. Also, being mindful of any local or state laws around rentals, sheltering, and squatters' rights.

**12. Are there any minimum requirements for motel/hotel leases beyond 45 days?**

The SSVF Program Office advises Grantees to work with-in local and state laws to develop a lease that is agreed upon with the leasing agency. As with any SSVF Documentation requirements, the lease should identify the payee, the SSVF Participant as tenant, the terms of the agreement (dates of tenancy, amount due, etc.), and be current, and signed by both parties with dates as referenced in the SSVF Program Guide.

**13. If a Grantee is able to do 1-month leases with a partner landlord vs motel/hotel to address the needs of high-risk homeless Veterans, are they able to pay slightly higher than the fair market rent for that short time?**

SSVF Program Office requires that Grantees determine rent reasonable. This can be accomplished by documenting details of comparable advertised rental units.

**14. Can SSVF now pay for clients to enter Transitional Housing?**

SSVF Grantees are now able to provide EHA to Veterans who are at high-risk for COVID-19 in addition to those already allowed. Grantees will not be paying for Veterans to enter GPD housing. SSVF Grantees may have requests to move a high-risk Veteran from a congregate GPD setting to a motel for safe social distancing.

**15. What is the policy for spending EHA on a Veteran who would otherwise not be an appropriate fit for SSVF? For example, has a limited ability to take care of himself and may be better fit for assisted living or an RCF?**

Veterans who require a higher level of care and are not able to live independently must not be placed in hotels. SSVF Grantees should work with the VAMC to find a more appropriate placement for these Veterans.

**16. Are Grantees allowed to pay for damages to the motel/hotel?**

The cost of damages to property is not an allowable expense under SSVF Regulations. We encourage Grantees to discuss this with the Veteran families they are placing and the motel/hotels they are working with. There have been a variety of ways Grantees have mitigated this issue. There are example Veteran/Motel agreements on the SSVF website that some have found useful. Some have worked out contracts/agreements that allow for a slightly higher rate for the room costs. Some have staff checking in with the motel/hotel and/or have someone on site daily to ensure issues are quickly addressed. Some have partnered with other community providers that are also placing homeless clients in motels that are allowed to pay damage costs. It is our expectation; these issues would be an exception to generally acceptable behaviors.

**17. Are Grantees able to provide EHA assistance to homeless Veterans not eligible for VAMC services and who need to self-quarantine due to potential exposure to COVID-19 prior to entering a congregate shelter?**

When this happens Grantees would be allowed to assist with EHA for these Veterans. There are several considerations that Grantees must consider when providing this type of assistance.

- The Veteran must be homeless.
- If the Veteran is symptomatic and/or has tested positive, there needs to be a clear plan to manage any medical needs and check-ins. This should be done in coordination with other community providers as appropriate.

- There needs to be clear communication and plan developed to provide services, and case management and housing placement.

**18. Can a Grantee provide EHA assistance to a homeless Veteran with a plan to enter CRS/GPD program for services, but needs to self-quarantine prior to entry?**

When this happens Grantees would be allowed to assist with EHA for these Veterans. There are several considerations that Grantees must consider when providing this type of assistance.

- The Veteran must be homeless.
- If the Veteran is symptomatic and/or has tested positive, there needs to be a clear plan to manage any medical needs and check-ins. This should be done in coordination with other community providers as appropriate.
- There needs to be clear communication and plan developed to provide case management and/or follow up services.
- Ensure the transition plan into the CRS/GPD program is clear.

**19. Are we allowed to Master Lease with a landlord instead of using hotels?**

Grantees are allowed to use a Master Lease for Veteran placements. Some Grantees may find this to be a more effective way of placing someone and addressing all the complexities of placing a homeless Veteran in a hotel during this crisis. As Grantees are working through this process, they need to keep in mind that it is not allowable to pay for vacant units. All related costs will need to be tied to individual Veterans. If Master Leasing is being utilized for temporary emergency placements, it would be allowable to utilize EHA funding verses Rental Assistance Funding.

## **Homeless Prevention**

**20. Our local government has halted all evictions for 30 days/until April 1<sup>st</sup>, we are concerned this will impact our ability to negotiate with the landlords and/or the Veteran's ability to meet the "at imminent risk" criteria within our HP screening process.**

While the SSVF Program Office anticipates the likelihood of an increased demand for Homeless Prevention (HP) Assistance in the coming months, it is hard to determine exactly what it will look like right now. We will expect Grantees will do their best to address the needs of those presenting for assistance. With the addition of CARES Act funding, SSVF Grantees are no longer required to complete the Stage 2 part of the Homeless Prevention Screening Tool. As such, Grantees still need to ensure Veterans meet Stage 1 SSVF eligibility. Letters regarding at risk housing and arrearages are acceptable at this time.

**21. Can SSVF Grantees utilize Stage 2 of the Homeless Prevention Screener?**

The SSVF Program Office is not requiring the use of the Stage 2 Screener but Grantees may choose to utilize the tool as a prioritization process. We would discourage the use of the tool to screen out Veteran families.

**22. Can an SSVF Grantee pay rental arrears that were incurred prior to now be paid with CARES funding?**

Yes, if a Grantee has determined that the Veteran family is eligible for enrollment and assistance and adheres to the guidance regarding rental arrears in the SSVF Program Guide, you may assist with this expense.

## **General Housing Stability**

- 23. Due to children not attending schools or daycares and a decrease or lack of household income and/or local food banks being closed we are seeing an increase in the need to provide emergency assistance for food. What if we need to spend more than the allowable \$500 for food items? What if we need to do this more than one time?**

The SSVF Program Office would like to encourage Grantees to do their best to assist Veteran families with accessing food banks and SNAP benefits for long-term stability. However, there may be circumstances when food banks are not open, or the family is determined to not be eligible for SNAP benefits. In those instances, Grantees can assist with the purchase of food items for the household. Tracking of this expense and documentation of the need for expanded assistance would need to be clear. We would also expect Grantees would work with those Veteran families to develop a plan to address this need on a long-term basis.

This guidance has expanded to allow for the purchase of food for Veteran families up to the \$1500 GHS maximum. However, under no circumstances should this limit be a barrier to purchasing food if the alternative means a Veteran's household will go hungry.

- 24. Are we allowed to pay for alternative transportation (Uber/Lyft/Taxi) needs if a vulnerable Veteran needs assistance to get to medical appointments, mental health appointments, housing search, etc.?**

SSVF Grantees will need to evaluate situations specific to the COVID - 19 environment and make appropriate decisions to ensure that you are taking the proper steps to meet community guidance to contain the potential of exposure. Should these decisions change the scope or method of current approved budgeted costs and require another avenue or mechanism to ensure the noted, they would be deemed allowable. Documentation and rationale should be noted for the costs and grantees should consider the most cost-effective ways to continue services.

- 25. Is it allowable for SSVF Grantees to have Veterans order groceries online/ahead and for the Grantee to utilize agency credit card to pay and reimburse the card from SSVF funding?**

A: SSVF Grantees are allowed to assist Veterans with emergency food assistance. The Program Office expects that other resources to address food needs will be explored. In cases where there is not readily available, Veterans and Grantees are able to utilize online ordering options to purchase food. These are allowable costs for the Grantee under General Housing Stability funding.

- 26. If SSVF is serving a Veteran who has been diagnosed with COVID-19 and is in their home/motel under quarantine, can SSVF Grantees pay the deliver charge associated with food delivery because they are not allowed to leave?**

The SSVF Program Office recognizes communities are at various stages of addressing the needs of those who are currently diagnosed with COVID-19. We would encourage Grantees to explore all options to address food needs for Veteran families prior to utilizing food delivery services. While this could be an allowable cost, it would not be considered an effective long-term solution to the food insecurity of those in quarantine. There may be other, more cost-effective methods of address food needs while Veterans are in this situation. On a limited and case by case basis, it may be more cost effective for Veterans in active quarantine to have a small refrigerator where they are able to store perishable food items, or a small microwave to prepare meals. Grantee will need to document the rationale and need in the clients file.

- 27. Can SSVF funding be used to purchase toiletries, food, transport, bus passes?**

SSVF Grantees are able to make these types of purchases on a case by case basis for Veteran families. There should be appropriate documentation about the need for these types of purchases. Also note, it is not allowable to purchase these types of items in bulk under SSVF Regulations.

## **Rental Assistance**

**28. Could SSVF Grantees provide additional rental assistance to those who have already exhausted all available TFA resources within the 2-year period?**

Under the updated Stafford Act allowances, Grantees providing services in a Federally Declared Disaster area/state, are allowed to serve Veteran families that have exhausted TFA within the last 2 years.

**29. With states now have a Presidential Declaration of Disaster Areas/States, are Grantees allowed to waive any regulations related to rent and/or utilities?**

Under the updated Stafford Act allowances, Grantees providing services in a Federally Declared Disaster area/state, are allowed to waive the TFA limit for the number of months of rental assistance provided. Grantees in these areas/states are also allowed to waive the TFA limit for the number of months of utility assistance provided. Please keep in mind, this is waived during the current COVID-19 crisis. The SSVF Program Office will provide updates as they are available.

**30. With the expansion of CARES Act funding, can SSVF Grantees now pay for rent and rental arrears for Veterans in a Grant and Per Diem (GPD) Transition in Place (TIP) placement?**

The SSVF Program Office recognizes there are differences in how CoCs and VAMCs identify GPD TIP programs. For CoC purposes with the Housing Inventory Count (HIC) and categorizing resources, TIP is considered permanent housing. However, TIP is identified as transitional housing by the VA while the Veteran is enrolled in a TIP program as the GPD TIP grantee holds the lease. When the lease transitions to the Veteran, TIP service concluded, and it is now considered permanent housing. For this reason, SSVF cannot pay for rent while a Veteran is enrolled in TIP nor rental arrears. . As such, should a Veteran's situation change, they will need to work with the GPD provider to address rental costs and associated expectations. Please note that the cap on per diem has temporarily been waived under the CARES Act, and GPD grantees can assist directly with these needs while the Veteran is enrolled in GPD. Once the unit transitions to the Veteran, and the Veteran is no longer enrolled in TIP, there may be instances where the Veteran may seek assistance from the community.

## **Other**

**31. Are SSVF Grantees supposed to track how many Veterans they are serving who are diagnosed with COVID – 19? Can Grantees pay for COVID testing?**

The SSVF Program Office is not asking Grantees to track or report the number of COVID cases. We understand that this information is being tracked by local health departments and the CDC. SSVF Grantees are not allowed to pay for healthcare needs or testing, per regulatory standards.

**32. Is it appropriate to continue to consider Returning Home cases?**

Returning Home cases can continue to be approved on a case by case basis; however, we recommend that grantees review the CDC guidelines on travel in the United States before making this request to Regional Coordinators.

**33. If “travel” was not part of our original grant are we still able to use TFA to pay for Ubers to get clients to apartment showings?**

If Veterans are not able to access public transportation or other travel mechanisms safely, Grantees may provide transportation assistance. If this was not previously a part of your approved budget, you will need to make note, and ensure you request this budget modification at the next Program Change opportunity.

**34. Are there still the 50% AMI income limits?**

The SSVF Program Office is not able to waive the statutory income restrictions for SSVF Grantees.

**35. Has the Program Office decided if Grantees with Shallow Subsidy grants are allowed to use some of that funding for EHA placements?**

SSVF Program Office is advising that Grantees with Shallow Subsidy funding should not use that award to pay for EHA placements.

**36. Is Rapid Resolution also on hold presently? I don't feel comfortable asking friends and family members to allow someone to stay with and have the liability that a Veteran may be exposed, or the family/friend exposed due to the living environment.**

The SSVF Program Office continues to encourage SSVF Grantees to explore all options including possibilities for Veteran to stay with family or friends to avoid homelessness. This is likely a safe alternative to street homelessness or congregate living. Additionally, there is no longer a maximum number of months of EHA assistance that can be provided when addressing host family needs.

**37. Are Grantees allowed to exceed the 50% spending cap for TFA payments.**

Grantees are allowed to exceed the 50% spending during the COVID-19 crisis.

**38. Are Grantees allowed to purchase gloves, masks, Clorox wipes for employees for personal protection while providing services?**

Grantees are allowed to purchase these items for staff to safely continue to provide services.

**39. Can I now use SSVF funds to purchase cell phones (like TracFone) and/or phone minutes for clients? We have a Veteran who is NOT eligible for a SNAP/Lifeline phone and is currently zero income.**

The SSVF Program Office recognizes that COVID-19 has impacted the way Grantees are having to conduct business. Due to the movement to electronic communication platforms, the Program Office will allow the one-time purchase of a Prepaid Wireless phones (no more than \$50.00) for Veterans enrolled in SSVF. The purpose of the phone purchase is to communicate with the SSVF Providers to secure permanent housing. In alignment with this new guidance, the Program Office will also allow the purchase of Prepaid phone minutes, not to exceed 500 minutes. Grantees will be expected to make these purchases on a case by case basis and have a well-documented need.

**40. Can we help Veteran families with laundry services/assistance?**

The SSVF Program Office understands there are several layers to address Veteran needs while they are placed in Emergency Housing in hotels. If laundry services are available at the hotel, SSVF Grantees can work with the hotel to provide this assistance. Grantees should be assessing the current availability of resources of the Veteran and community prior to providing laundry assistance. This should also be continually reassessed during the hotel stay, as community resource may become available as time passes.

**41. Our agency would like to know if we can apply for the Paycheck Protection Program (PPP) available through the CARES funding. Would this be a conflict of interest with SSVF? Can those funds be used for SSVF?**

Although SSVF does not have an objection to you receiving PPP funding, SSVF cannot provide direct guidance on your application and requirements should you receive PPP funding. Our understanding of PPP funding are for those funds to be utilized to meet payment obligations, 75% for staff salaries (and staff cannot be furloughed or laid-off along), rent and other operating costs. If those standards are met the loan can be forgiven. Since SSVF

funding is available for grant operations as well as SSVF providing additional supplemental funding under the CARES Act that equals an additional 53% of your current grant award we are unsure that you would meet the spirit of the PPP funding program in relations to SSVF staffing and operating costs. SSVF funds are to be used solely for SSVF grant purposes as outlined in your application and MOA and cannot be used to assist or supplement other operational or organizational endeavors. Should you need further guidance we encourage you reach out to the PPP program directly to clarify any questions regarding the awarding of PPP funds.

**42. Since we have waived the utility payment limits for RRH and HP enrollments, are we able to pay more than one-time payment for utilities for those enrolled in Rapid Resolution.**

The SSVF Program Office has not changed the guidance related to Rapid Resolution financial assistance to host families for Rent and Utility payments. These will continue to be one-time payments. The limits to the provision of EHA assistance to those host families has been lifted. Therefore, if the family continues to express a financial need related to household expenses (as indicated in the RR Compliance Guide) Grantees may need to consider the provision of EHA during the COVID-19 crisis.

**43. Since Grantees are now allowed to purchase food in bulk, can we purchase household items in bulk?**

Like any other expense related to housing homeless Veterans with SSVF funding, Grantees need to be prudent with the bulk purchase of food. This should only be done when other options are not available to meet the emergent food needs for Veterans during this crisis. The SSVF Program Office guidance related to other bulk purchase remains the same. The purchase of household items in bulk is not an allowable expense.

**44. Can we use TFA to purchase protective products for clients, like masks, gloves, disinfectants, cleaning supplies, etc.?**

Grantees may find it necessary or appropriate to meet with Veterans face to face. In those situations where SSVF staff will be meeting with Veterans, Grantees may purchase face masks to give to the Veteran for that meeting. The bulk purchase for all Veterans with open cases would not be appropriate at this time. The SSVF Program Office suggests working within your local community to identify the needs, requirements, and resources available to support the broader community norms.

**45. Can the SSVF Program Office clarify those pet fees that are allowable with the CARES funding?**

In an effort to respond quickly to the providing emergency housing assistance that will meet the unique needs of homeless Veterans, the Program Office will allow Grantees to provide pet fee assistance at the hotel. Our primary focus is to assist Veterans with exiting unsafe situations and quickly getting them into a hotel while they can begin working toward permanent housing. This Veteran related expense would be included with the EHA line item in HMIS and end of year budget submissions.

**46. If Grantees are now allowed to pay for pet fees for entry into hotels, are we now allowed to pay pet fees/deposits and pet rent associated with their permanent housing?**

Upon further consideration of the immediate needs to ensure Veteran safety during the COVID-19 crisis, payment of pet fees/deposits or pet rent associated with permanent housing will not be an allowable expense. The SSVF Program Office recognizes that Veterans seeking permanent housing are influenced by their ability to keep or obtain a pet. However, we would encourage Grantees to continue to assist these Veterans locate housing that will meet this need in a way that does not present a cost burden or barrier to housing.

**47. Since the rental and utility time limits have been waived, are we able to provide additional deposits within the 2-year period?**

The SSVF Program Office has not waived the security deposit restrictions. As indicated in the Program Guide, “a maximum of one security deposit during a 2-year period” is allowable.



**48. Does the SSVF Program Office have additional guidance for HMIS entries, releases, etc.?**

The SSVF Program Office has not added any additional HMIS requires during the COVID-19 crisis. Grantees should work toward having full data sets for all Veterans enrolled in SSVF services. We are requesting that SSVF Grantees ensure they are entering TFA expenses as they are incurred, and not delaying these entries. For example, you may enter the expected cost of EHA, and once invoiced for that amount, update that information. The SSVF Program Office does not require wet signatures on HMIS ROIs. You will need to work with your local CoC if this is a requirement to reduce this barrier to reporting these enrollments into HMIS while providers may not be able to meet with Veterans face to face.

**49. Should Grantees use the \$1200 stimulus payments or the \$600 additional unemployment compensation as a part of the income calculation for Veteran households.**

The SSVF Program Office has aligned our guidance related to the \$1200 stimulus payments and the \$600 additional unemployment compensation, provided in the CARES Act, with HUD and other federal agencies. Based on 24 CFR 5.609 and 24 CFR 5.611(a) (Part 5), HUD and other federal agencies have determined that this would be excluded as it is temporary, and time limited to deal with the COVID-19 crisis. SSVF grantees should not include this when calculating and determining income eligibility.

## **HUD-VASH Coordination**

**50. Is there new requirement that SSVF Case Managers perform housing inspections for HUD-VASH participants?**

SSVF Grantees are not required to conduct inspections for HUD-VASH referrals. We encourage some type of habitability inspection to ensure that the PHA HQS will pass when operations resume. This is optional and can be conducted virtually by the HUD-VASH team or by the SSVF Grantee.

**51. If a HUD-VASH Veteran moved into the unit before being enrolled into SSVF because the landlord allowed, client was sleeping outside the unit. Can we still pay the deposit?**

The SSVF Program Office is requesting that Grantees carefully consider the current environment and need to address safety first. During this time of crisis, the Grantee could support an HP enrollment to provide the security deposit in this circumstance.

**52. Can we serve more than 10% of Veterans served with HUD-VASH?**

The SSVF Program Office does not have a cap on the percentage of HUD-VASH Veterans that can be served.

**53. If SSVF pays rental cost to move a Veteran into their unit with their HUD-VASH voucher, will HUD-VASH still provide that ongoing case management?**

During the COVID-19 crisis, SSVF Grantees are allowed to pay rental assistance for a HUD-VASH unit that is awaiting a PHA inspection. Grantees are allowed to continue to pay rental assistance for that unit until the PHA funding begins. During that time the HUD-VASH Program will continue to provide Case Management services.

**54. Do we keep Veterans that are housed with HUD-VASH vouchers enrolled or should we discharge them per normal protocol once housed?**

Grantees can begin to transition HUD-VASH Veterans out of SSVF after they begin receiving the Housing Assistance Payments from the PHA.

**55. If SSVF is helping with EHA for a Veteran enrolled in HUD-VASH, do we need to close them and reopen them once permanent housing has been located, to provide deposit and other allowable expenses?**

Under the SSVF Expanded Supports, the SSVF Program is able to provide assistance with EHA to those enrolled with HUD-VASH. The SSVF should not close out the EHA enrollment upon receipt of the HUD-VASH referral for permanent housing assistance. This would be one enrollment with additional information and documentation of the HUD-VASH assistance provided.

**56. Can we use the new HUD-VASH referral form for GPD Program referrals and/or HUD-VASH Program Homeless Prevention referrals?**

The updated HUD-VASH SSVF Referral Packet COVID-19 provided by the SSVF Program Office should only be utilized for RRH HUD-VASH referrals. All other Veterans who need SSVF assistance should be fully enrolled as currently required.