**Supportive Services for Veteran Families (SSVF) Program**

**Case File Tool**

Organization is key to ensuring that all client files contain the required elements needed to document not only SSVF eligibility criteria, but also to demonstrate that your team is assessing all client needs and providing the appropriate links to fulfill those needs. This Case File Tool is a suggested approach to organizing your client files, and can be used as an internal file audit tool or when preparing for your annual SSVF Monitoring Visit. Please utilize this checklist when reviewing both electronic and hard copy files. The hyperlinks to the SSVF Forms are included for your reference.

**Veteran Identifier:** **Case Manager:**

**Date of Admission:** **File Reviewed on:****By:**

**Next Steps for Case Manager**

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| **New Client Entry** | New Client Assessment/Intake/HMIS Data |
| Releases of Information - Signed (individualized for each party releasing information to) |
| HMIS Release of Information – Signed |
| Grievance Procedure – Signed |
| Program Agreement – Signed |
| Evidence client was entered into HMIS at entry |
| **NOTES:** | |

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| **Eligibility Documents** | Veteran Status (DD214, HINQ, VA ID, etc.) or [Pending Verification of Veteran Status](https://www.va.gov/HOMELESS/ssvf/docs/SSVFUniversity/Pending_Verification_of_Veteran_Status_Form_March31_2014.pdf) | |
| Housing Status (Rapid Rehousing or Homeless Prevention Documentation)  [Third Party Documentation is best](https://www.va.gov/HOMELESS/ssvf/docs/SSVF_Literally_Homeless_Certification_Template.docx).  [Self-certifications](https://www.va.gov/HOMELESS/ssvf/docs/SSVF_Literally_Homeless_Self_Certification_Template.docx) must be accompanied with [Self-Declaration and statement about attempts to gather third party documentation.](http://www.va.gov/HOMELESS/ssvf/docs/SSVFUniversity/SSVF_Self_Declaration_of_Housing_Status_Template.docx) | |
| Income Documentation including proof under 50% AMI for all adult members  [Third Party Documentation is best](http://www.va.gov/HOMELESS/ssvf/docs/SSVFUniversity/SSVF_Income_Verification_Certification_Template.docx).  [Self-declarations must be accompanied with written statements about attempts to gather third party documentation](http://www.va.gov/HOMELESS/ssvf/docs/SSVFUniversity/SSVF_Self_Declaration_of_Income_Template.docx) | |
| [Asset Income Calculation Worksheet](http://www.va.gov/HOMELESS/ssvf/docs/SSVFUniversity/SSVF_Asset_Income_Calculation_Worksheet.docx) (If there are assets) | |
| [Income Calculation Worksheet](http://www.va.gov/HOMELESS/ssvf/docs/SSVFUniversity/SSVF_Income_Calculation_Worksheet.docx) | |
| [Homelessness Prevention Screening Form](https://www.va.gov/HOMELESS/ssvf/docs/SSVF_HP_Screening_Form_v2_July_2016_Fillable.pdf) (Required SSVF Form, if HP Client) | |
| [Staff Certification of Eligibility for SSVF Assistance](http://www.va.gov/HOMELESS/ssvf/docs/SSVFUniversity/Staff_Certification_of_Eligibility_for_SSVF_Assistance.pdf) (Required SSVF Form) | |
| **NOTES:** | | |
| **Case Management**  **Services** | | Detailed case notes describing client’s situation and needs |
| [Referral to VA resources](http://www.va.gov/HOMELESS/ssvf/docs/SSVFUniversity/Supportive_Services_Referrals_Tracking_Tool.xlsx) or clearly assessing client for variety of VA service needs |
| [Referral to mainstream resources](http://www.va.gov/HOMELESS/ssvf/docs/SSVFUniversity/Supportive_Services_Referrals_Tracking_Tool.xlsx) or clearly assessing client for mainstream resource needs |
| [Clear follow up on all referrals](http://www.va.gov/HOMELESS/ssvf/docs/SSVFUniversity/Supportive_Services_Referrals_Tracking_Tool.xlsx) |
| [Housing Stability Plan](http://www.va.gov/HOMELESS/ssvf/docs/SSVFUniversity/SSVF_Housing_Stability_Plan_Template.docx) with goals, action steps, person responsible, and clear on-going  assessment and updates of goals and action steps. |
| Evidence of assessing client need to assist in securing Veteran’s preference of housing that is  safe, affordable, accessible, and acceptable, through comprehensive housing needs assessment. |
| Clear evidence of housing search through apartment listings, logs, etc. |
| Evidence of [housing counseling elements](https://www.va.gov/HOMELESS/ssvf/docs/SSVF_ProgramGuideOctober2016_Final.pdf#page=44), tenant education, budgeting, lease review, etc. |
| **NOTES:** | | |

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| **Housing Documents** | Lease for permanent housing placement |
| [Rent Reasonableness Checklist](http://www.va.gov/HOMELESS/ssvf/docs/Rent_Reasonableness_Checklist.docx) |
| [Housing Habitability Standards Inspections Checklist](http://www.va.gov/HOMELESS/ssvf/docs/Habitability_Standards_Checklist_April2016.docx) (for new of different unit) |
| [W-9](https://www.irs.gov/pub/irs-pdf/fw9.pdf?portlet=103) (in case file or with finance department) |
| Evidence of Fraud Prevention – City Assessor’s Record to show owner of property matches W-9 |
| **NOTES:** | |

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| **TFA Spending** | TFA Coversheet to totaling all funds and category types |
| Evidence TFA payments were necessary for maintaining permanent housing and housing stability |
| TFA Request Documents for each request made:  Check Request including statement about how funds are needed for client stability  Invoice/Proof of cost  Copy of check/Proof payment was made |
| Specific SSVF documents required depending on type of TFA payment:  [General Housing Stability Assistance Tracking Form](https://www.va.gov/HOMELESS/ssvf/docs/SSVF_General_Housing_Stability_Assistance_Form.docx)  [Emergency Housing Assistance Verification for Families](https://www.va.gov/HOMELESS/ssvf/docs/Emergency_Housing_Assistance_Households_with_Dependents.docx)  [Emergency Housing Assistance Verification for Single Veterans](https://www.va.gov/HOMELESS/ssvf/docs/Emergency_Housing_Assistance_Form_For_Single_Veterans.docx) |
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| **Continued Services and Program Exit** | [Staff Recertification of Eligibility for SSVF Continued Assistance](http://www.va.gov/HOMELESS/ssvf/docs/SSVFUniversity/Staff_Recertification_of_Eligibility_for_Continued_SSVF_Assistance.pdf), including evidence eligibility was  reassessed across all eligibility requirements  Income Eligibility  Housing Status  Assessing Continuing Need for Services  Confirmation of Veteran Family Status |
| [Critical Incident Report](https://www.va.gov/HOMELESS/ssvf/docs/SSVF_Critical_Incidents_Instructional_Guide_FY17.pdf) (Required SSVF Form, if needed) |
| Exit Assessment/HMIS Data |
| Exit letter/Evidence client was informed of exit and reason |
| Evidence client was registered for the VA Consumer Survey |
| Evidence client was exited from HMIS |
| **NOTES:** | |