

# Supportive Services for Veteran Families (SSVF)

## Companion Guide for Program Contacts

### Levels of Contacts:

The SSVF Program currently stores 4 levels of contacts and they are as follows:

#### **Agency Contact**

Grant agencies must have one Organization Primary Contact. This contact is assigned to the Organization, not a specific grant award, and is normally someone who signs grant agreements or makes all executive decisions for the organization. This is most often the CEO, the President, or Executive Director. Changes to this contact throughout the year are considered significant changes and require formal notification to the Program Office. Please note that SSVF and GPD share this Grants Management system, hence the Organization Primary Contact must be the same for agencies that have both SSVF and GPD awards. Changes to this contact throughout the year are considered significant changes and require formal notification to the SSVF and GPD Program Offices.

Grant organizations with multiple awards can only have ONE Organization Contact. If your agency has one CEO and site-specific Executive Directors for agency branches/chapters, then the CEO will be Organization Contact and the respective Executive Directors would be SSVF Grant Contact 1 for the specific grant award (see below). Complete all sections: Full Name, Title, Email and Telephone Number.

#### **Grant Contact # 1**

Grant Contact 1 is associated with the primary contact for specific FY18 grant award number for that Organization. This contact may be a Program Manager, Director, Coordinator, Grant Administrator or other position overseeing the SSVF program. Grant Contact 1 will receive the instructions for providing the SSVF Participant Survey to Veterans, program monitoring notifications, invitations to Regional meetings and other program notifications such as SSVF Email Updates and reporting deadlines. There is no option to be removed from these notifications. Complete all sections: Full Name, Title, Email and Telephone Number.

Note: Grant Contact 1 will also receive award notifications and grant agreements, as a backup contact to the Organization Contact.

#### **Grant Contact # 2**

The Grant Contact 2 serves as a backup contact for the Grant Contact 1. This contact is typically a Program Manager, Senior Case Manager or other person familiar with the SSVF programming; this contact person will receive the same notifications as Grant Contact 1, with the exception of award notifications and MOAs. Complete all sections: Full Name, Title, Email and Telephone Number.

**SSVF Grants Management System Account Holder (GIFTS Account Holder)**

The GIFTS account holder contact is responsible for receiving all online requirement forms that are sent from the program office. There is only **ONE** allowable account holder per request/grant award. The email address associated with this contact is used for accessing the GIFTS accounts and requirement forms related to the grant award. This account holder ensures that the online requirements sent from the Program Office are complete and sent back to the program office by the deadline. This contact may be the same as Grant contact 1 and Grant Contact 2. Please note that the account holder has permissions to transfer the requirement to staff within the agency and also to allow other staff members to review the form prior to submission to VA. Complete all sections: Full Name, Title, Email and Telephone Number.

**SSVF Program Intake Email Address and Telephone Numbers**

The SSVF Program Office requires that grantees provide an active Intake Email and Telephone Number for each SSVF program in order to support Veterans or community partners seeking services or information in their local community. This information will be posted on the SSVF Provider List on the SSVF website. The SSVF website will be updated on a quarterly basis to reflect any changes to intake information. Grantees are encouraged to review the intake information that is currently posted online before completing this section.

<https://www.va.gov/homeless/ssvf/index.asp?page=/home/>