



Supportive Services for Veteran Families (SSVF)

SSVF National Webinar Series

Returning Home Overview
March 12, 2020

[Link to audio](#)

Webinar Format

- Webinar will last approximately 90 minutes
- Participants' phone connections are “muted” due to the high number of callers
 - Questions can be submitted during the webinar using the Q&A function
- Questions can also be submitted anytime to SSVF@va.gov

Webinar Agenda

- FAQ Document available on the website
- The Purpose of Returning Home
- Frequently Asked Questions (FAQs)
- Returning Home Request
- Documentation Checklist
- SSVF Grantee Experience
- Questions from the Chat Box

Presenters

- **Maxie Pulliam, LCSW**
Regional Coordinator: Central and Southern California, Nevada, Arizona, Hawaii and Guam
- **Katie Morrisett, LCSW**
Regional Coordinator: Alaska, Washington, Oregon, Idaho, Colorado, North Dakota, South Dakota, Minnesota, Montana, Iowa, Utah and Nebraska
- **Richard McDaniel, Director of Homeless and Prevention Services**
Operation Military Assistance Program (OMAP), Jewish Family Children Services (JFCS) of the Suncoast

The Purpose of Returning Home

- Background: The National Center on Homelessness Among Veterans (NCHAV) found that 15.3% of all homeless Veterans migrated across VISNs in the two-year period of 2011 to 2012.
- Veteran households that have migrated to areas with high rental costs and low vacancy rates often face barriers to finding suitable housing. They may not have nearby social and emotional supports that are frequently used as safety nets from falling into homelessness.

The Purpose of Returning Home

- Offer homeless Veteran households the option of returning to their community of origin or to a community where they have available supports to facilitate housing placement.
- These placements would be supported with resources from the Supportive Services for Veteran Families (SSVF) Program.

Benefits of Returning Home

1. It will reduce homelessness.
2. It will allow Veteran households to return to communities where they are more likely to have familial and social support networks.
3. It may support family reunification.
4. It will reduce competition for scarce affordable housing for those homeless Veterans remaining in communities with low vacancy rates.
5. It may be used to link Veterans to employment, providing the income critical to sustain permanent housing.

Definitions

- Departure Community:
 - The community where the Veteran household is currently located.
 - SSVF Grantee in the Departure Community:
Responsible for initiating the Returning Home Request. This is the same grantee who, upon RC approval, helps facilitate the Veteran's move to the arrival community.

Definitions

- Arrival Community:
 - The community where the Veteran household is seeking to move to.
 - SSVF Grantee in the Arrival Community:
Responsible for accepting the Returning Home Referral and provides any needed follow up services upon the Veteran's arrival.

Frequently Asked Questions

How do we determine appropriateness of an arrival community?

- Will Veteran be moving in with familial or social supports?
- Is the Veteran moving to pursue a viable employment opportunity?
- Does Veteran have a stable permanent housing option awaiting them?

Frequently Asked Questions

How do we determine Veteran eligibility for Returning Home?

- Veterans enrolled in Rapid Rehousing are the target population.
- May be a component of Rapid Resolution.
- On a case-by-case basis, Veterans enrolled in HP may be considered.
- Returning Home cannot support Veterans that are already placed in permanent housing or who are in possession of a HUD-VASH voucher.

Frequently Asked Questions

How do we determine income eligibility?

- AMI standards in the departure community will be used for SSVF program admission but rent reasonableness of the arrival community should be considered.
- After the move takes place, the arrival community's AMI will be used for eligibility after recertification.
- Until that recertification occurs, the departure community's AMI will be used for eligibility determination.

Frequently Asked Questions

Who provides funds for the Veteran's move?

- The SSVF grantee in the departure community will provide funds for the Veteran's move. The SSVF grantee in the departure community may continue to provide TFA until the next recertification is required.
- The SSVF grantee in the arrival community will be responsible for completing the recertification. If the household remains eligible for services, the SSVF grantee in the arrival community may continue providing services and TFA as needed.

Frequently Asked Questions

Can we use gift cards for gasoline, food and lodging during Veteran's travel to arrival community?

- Yes, gift cards for gasoline, food and lodging are allowable for Returning Home and paid for and facilitated by the grantee in the departure community unless alternate arrangements are requested and authorized by the Program Office.
- The SSVF grantee in the arrival community will be asked to obtain receipts once the Veteran arrives, and send copies of the receipts to the SSVF grantee in the departure community.
- Please note that the purchase of gift cards is approved for Returning Home only and is impermissible for all other participants.

Frequently Asked Questions

How do the SSVF grantees in both the departure community and the arrival community document Returning Home participation?

- In HMIS:
- RRH or HP Project Type →
V2 “Type Provided and Subtype Provided” for Returning Home Services →
- TFA expenditures should be documented according to normal V2 TFA categories (i.e., moving costs, transportation, etc.).

Frequently Asked Questions

How does the SSVF grantee in the departure community document expenditures for Returning Home in HMIS?

See table on page 6 of the RH Guidance and FAQs, 3rd Edition:

Temporary Financial Assistance V2 Services Provided 152= SSVF Financial Assistance Type and Sub Type Provided				
5 - Moving Costs	*Moving company	*Pods	*U-Haul	Meal and Incidental Expenses (M&IE) Per Diem for travel (<i>see page 4 for details</i>) Hotel accommodations when requiring an overnight stay (<i>see page 4 for details</i>)
8 – Transportation Services: tokens/vouchers	*Airplane ticket; check-in baggage fees, if needed (<i>see page 5 for GSA airline city pairs</i>)	*Bus ticket	*Train ticket	Personal owned vehicle (POV) mileage for gasoline (<i>see pages 4 and 5 for details</i>)
9 – Transportation Services: vehicle repair/maintenance	*Vehicle repair for personal owned vehicle (POV) prior to departure			
14 – Emergency Housing Assistance	EHA for host in arrival community categorized under the Rapid Resolution Service (see Rapid Resolution Compliance Guide: https://www.va.gov/HOMELESS/ssvf/docs/SSVF_Rapid_Resolution_Service_Compliance_Guidance_May_2019.pdf)			

Frequently Asked Questions

What are the main responsibilities of the grantee in the departure community?

- Completing ROI and obtaining confirmation of housing plan.
- Seeking approval from your Regional Coordinator (RC) via Returning Home Request.
- Planning details of trip with Veteran. Approval confirmation from your RC will include point of contact (POC) of grantee in the arrival community who should also be involved in the travel plan.
- Paying for Veteran's move, which must be of reasonable cost, as well as any other allowable expenditures before the next recertification occurs.
- Maintaining contact with the Veteran during trip to the arrival community.

Frequently Asked Questions

What are the main responsibilities of the grantee in the arrival community?

- Conduct a housing inspection prior to Veteran's move for hosts who are seeking TFA. In this scenario, Veteran can only travel to arrival community once housing inspection has been approved by grantee in arrival community. Note: The same procedures also apply for Veterans who have identified independent housing in the arrival community and are seeking rental assistance upon move-in.
- Enroll Veteran in SSVF program upon Veteran's arrival and providing local case management and other services/referrals as needed.
- Send pre-loadable gift cards and receipts retained during Veteran's move back to SSVF grantee in the departure community.
- Assisting Veteran with enrolling into local VAMC if eligible. 10 10 EZ found here: <https://www.va.gov/vaforms/medical/pdf/1010EZ-fillable.pdf>

Frequently Asked Questions

How do we receive approval to assist a Veteran through Returning Home?

- Please email answers to the questions to your Regional Coordinator for review and approval prior to any Veteran's move.
- In your request, please include your grant number. Please keep a record of your email approvals for Returning Home so that you will have them during FOFA visits. The approval email from your Regional Coordinator will include a point of contact for the grantee in the arrival community for coordination purposes.
- The grantee in the departure community should not look for a grantee in the arrival community on their own. We ask that you wait for your RC's approval email, which will contain this information.

Returning Home Request

The screenshot shows a PDF document titled "Returning Home Request" with a toolbar at the top and a "Share" button. The main content area contains a list of three questions:

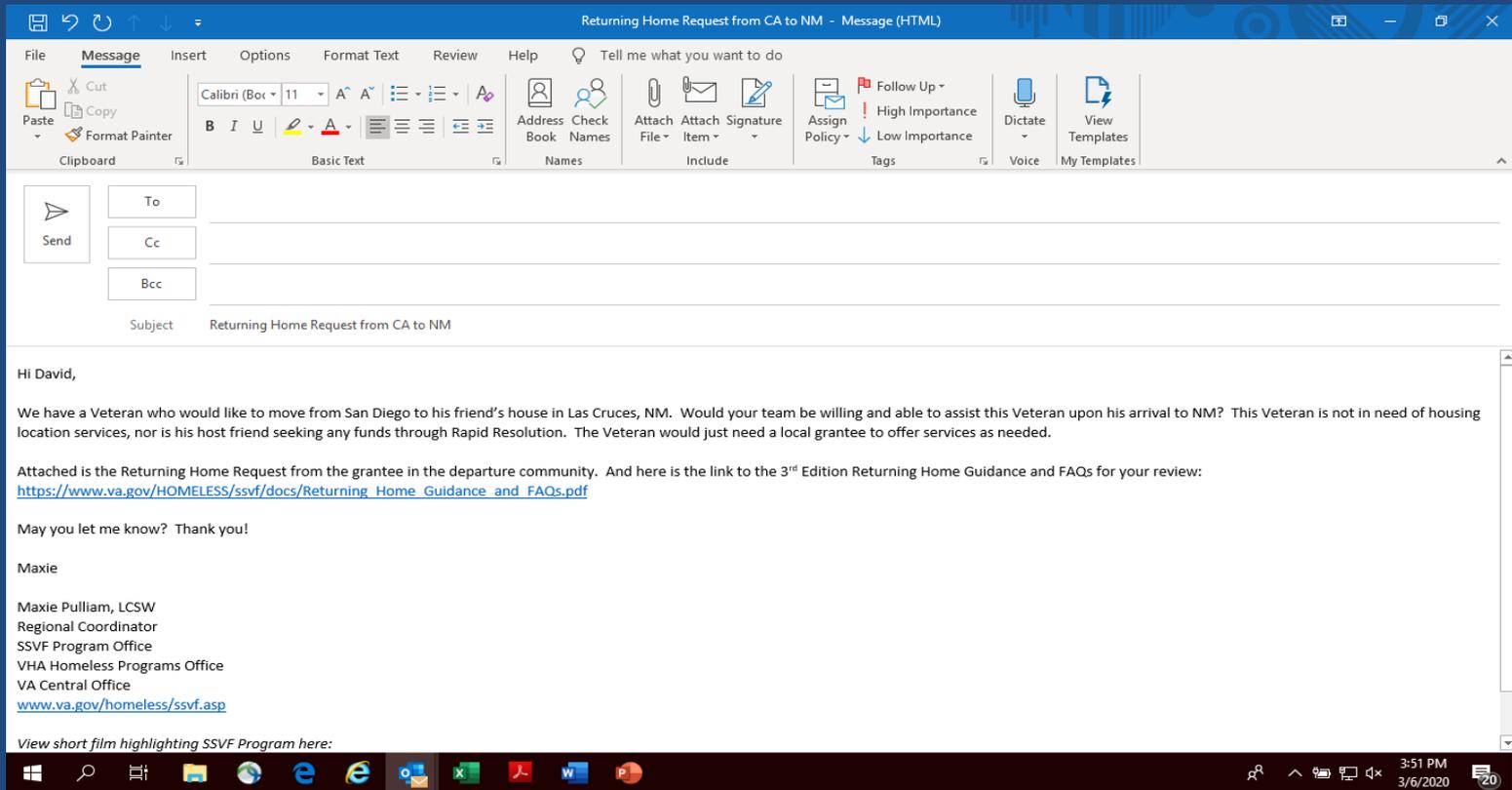
- What is the Veteran household's current homeless status?
- What city and state is the Veteran household currently staying in?
- Where does the Veteran want to move and why?

The page number "8" is visible on the right side of the document. Below the main content area, there is a horizontal line and the text "3rd Edition Released October 2019". At the bottom of the page, a fourth question is partially visible:

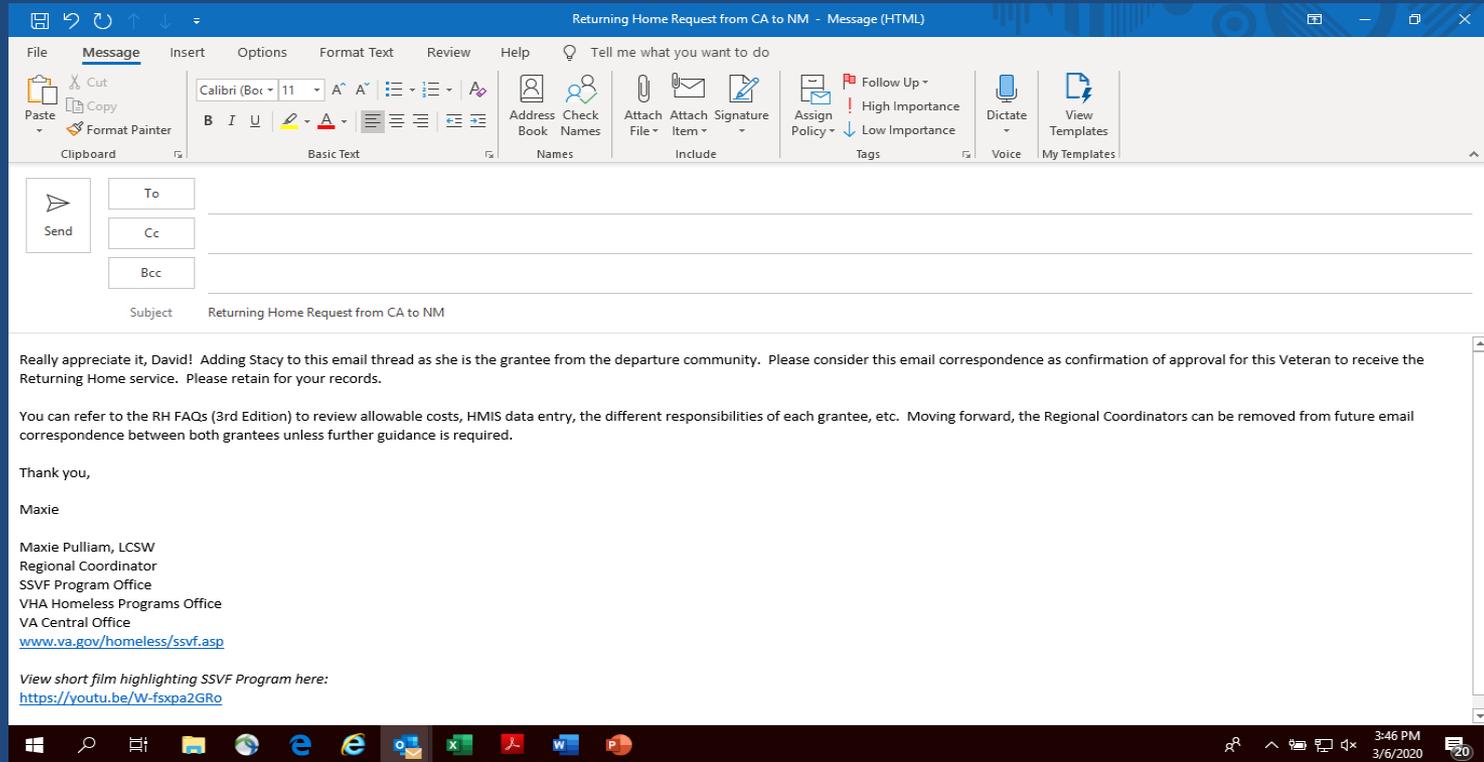
- Is the Veteran currently in possession of a HUD-VASH or Section 8

The Windows taskbar at the bottom shows the time as 3:17 PM on 3/3/2020.

Connecting to Arrival Grantee



Regional Coordinator Approval



Documentation Checklist

Documentation Checklist
For grantees in both the departure and arrival communities.

- Completed Returning Home Request from the grantee in the departure community. *This should be submitted to and approved by your SSVF Regional Coordinator prior to making any travel arrangements.*
- Email from SSVF Regional Coordinator confirming approval of Returning Home. This will include a Point of Contact (POC) of the grantee in the arrival community that has agreed to accept the Veteran's case. *Grantee in the departure community should have this approval prior to making any travel arrangements.*
- Grantee certifies the utilization of the Returning Home intervention is the most appropriate way to resolve the Veterans homeless crisis and support permanent housing.**
- Grantee certifies the Veteran actively participated and agrees to the goals and objectives of the Returning Home plan.**
- ROI and other enrollment documentation to forward to grantee in the arrival



SSVF Grantee Experience

Richard McDaniel of Operation Military Assistance Program (OMAP), JFCS of the Suncoast



CLIENT STORY

Returning Home Questionnaire

- How are you adjusting to your new community? What did you have to do to get used to your new environment?
- How do you feel now that you are staying with/closer to your friends/family?
- Have you been connected to all of the resources that you may need, i.e., VA healthcare, outpatient mental health, employment services, etc.?
- What other resources or services, if any, would you like to be linked to?
- How has your quality of life changed now that you are living in your new community? Could you describe the difference in your livelihood between where you came from and where you are living now?
- What, if anything, about the Returning Home process would you recommend needs improvement?

Lessons Learned

- Review the Returning Home Guide with all staff especially Intake/Diversion staff
- Have a list of local resources prepared for the veteran based on conversations prior to travel
- Home Visits – Meet with both parties
- Follow up Questionnaire at initial home visit

Additional Questions?

SSVF Program Office
ssvf@va.gov

Website:

www.va.gov/HOMELESS/ssvf.asp

Thank You!