

VA



U.S. Department
of Veterans Affairs

SSVF Health Care Navigators

September 11, 2020

Office Hours Call

Guidance and Resources available at:

[Link to Audio](#)



SSVF HEALTH CARE NAVIGATORS

- SSVF grantees will use a portion of their supplemental CARES funding to employ designated health care navigator(s) to work with VAMCs and other healthcare systems ensuring appropriate care coordination for Veterans
- SSVF grantees were asked to begin the recruiting process in August with the goal of hiring health care navigators by October 1, 2020



SSVF HEALTH CARE NAVIGATORS

- SSVF program office expects that each grantee will employ a health care navigator to assist Veterans in connecting to VA or community healthcare
- SSVF grantees covering more than one VAMC may hire additional health care navigators to ensure coverage
- SSVF health care navigators will work with Veterans while they are enrolled in SSVF



WHAT IS A SSVF HEALTH CARE NAVIGATOR?

- SSVF health care navigators will work with Veterans on a variety of issues to assist them in identifying and overcoming challenges to accessing the healthcare system or adhering to recommended health care plans
- SSVF health care navigators are trained to assist Veterans with the following:
 - Gaining access to health care
 - Supporting health care plans by identifying barriers to care
 - Providing education on wellness related topics



SSVF HEALTHCARE NAVIGATORS

- Grantees are encouraged to review the sample functional statements available on the SSVF website
- Grantees may review local pay scale data to determine salary ranges for health care navigator positions
- Grantees may hire on a temporary basis; however we encourage full time permanent employment whenever possible



SSVF HEALTH CARE NAVIGATORS

- Social workers with an LCSW or equivalent background are often hired as health care navigators; however, SSVF does not require an LCSW or other license
- Health care navigators are familiar with social services or healthcare settings
- Health care navigators must communicate effectively with health care teams, Veterans, and community service providers



SSVF HEALTH CARE NAVIGATORS

- Reminder - SSVF grantees do not provide direct health care services; navigators are not health care providers and do not deliver direct patient care
- Mental health counseling is not an eligible SSVF activity and therefore not within the scope of the SSVF health care navigator's job duties
- SSVF health care navigators do not make treatment recommendations



SSVF HEALTHCARE NAVIGATORS

- SSVF grantees may submit a program change to add the new health care navigators to their budgets
- SSVF grantees can hire health care navigators now using existing FY2020 funds, and do not need to wait for CARES funds to be activated
- SSVF grantees completed a requirement in GIFTS to provide a status update on hiring to the SSVF program office



NEXT STEPS

- The SSVF program office will provide initial training to the health care navigators in October 2020 to ensure that they understand their role and responsibilities in terms of providing services to Veterans
- Health care navigators will attend special sessions at the upcoming permanent housing conference
- Health care navigators will participate in communities of practice that will begin in December



NEXT STEPS

- The SSVF program office has informed VAMC homeless staff about the health care navigator positions
- VA will continue to message the importance of collaboration with SSVF and the health care navigators in future webinars and notifications
- Health care navigator access to VA data systems is still under review



NEXT STEPS

- VA Data Guide will provide instructions in how to track Veterans being served by health care navigators
- HMIS V2 – Services Provided
- Outcomes and evaluation of health care navigators are still being developed by VA leadership and research department staff



Thank You for joining today's webinar!