

SSVF Program Manager Academy

February 4, 2020
New Orleans, LA

Welcome & Introductions

- Introductions of Staff
- Why We Are Here
- Agenda Overview
- Welcome and Setting the Stage

Introductions

Facilitators

VA SSVF Program Team

John Kuhn – National Director

Jill Albanese – Deputy Director

Sandra Foley – Supervisory Regional Coordinator

Cindy Spencer - Supervisory Regional Coordinator

Jeff Houser - Compliance Officer

Rico Aiello – Project Coordinator

Robert Thompson – Project Coordinator

Allen Ackles – Office of Business Oversight (OBO)

Technical Assistance Team

Phil Allen – Technical Assistance Collaborative

Jim Yates - Technical Assistance Collaborative

Who's in the Room?

Who is a Program Manager?

Who is a Financial Manager?

Who is another SSVF Professional?

SSVF for less than 6 months?

SSVF 6 months- 1 year?

SSVF 1 year-2 years?

SSVF more than 2 years?

Goal of the Academy

The goal of the training is to give new Program Managers the tools, resources and training to enable them to effectively take on the role of Program Managers across a variety of topics necessary to effectively manage the SSVF Program.

AGENDA

- Setting the Stage
- Fidelity to the SSVF Model
- Communication with the SSVF Program Office
- Managing Quality Data
- Customer Service and SSVF
- SSVF in the Community
- Monitoring
- Financial Auditing

Supportive Services for Veteran Families (SSVF) An Overview

John Kuhn, LCSW, MPH
National Director, SSVF

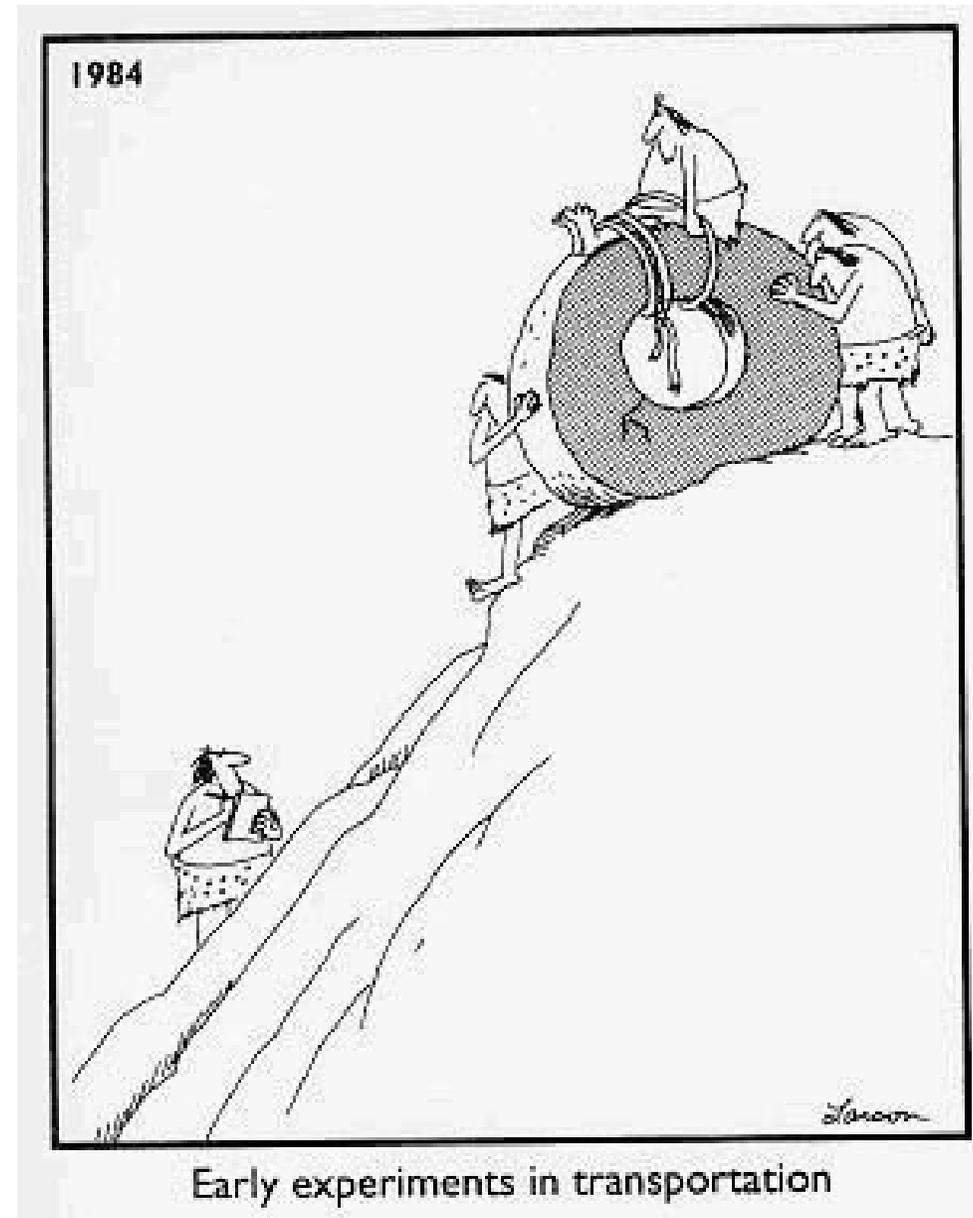
The Start of SSVF

Conceptualize Approach

- Opening Doors, Housing First

Invest in housing

- Permanent Supportive Housing
- Rapid Re-Housing



SSVF: A Culture of Learning, Partnerships, & Innovation

2011

Design/Start Up

- SSVF Begins
- Annual Report
- \$60 million
- 85 grants

2012-2013

Advancing Practice

- Accreditation
- Practice Standards
- Mentoring

2014-2017

Community Strategy & Planning to End Veteran Homelessness

- Surge Grants
- Community Plans
- CoC Support
- TFA Expansion

2018-2020

Addressing the Affordable Housing Crisis

- Integration into CES
- Returning Home
- Rapid Resolution
- Shallow Subsidies

SSVF's Evolution

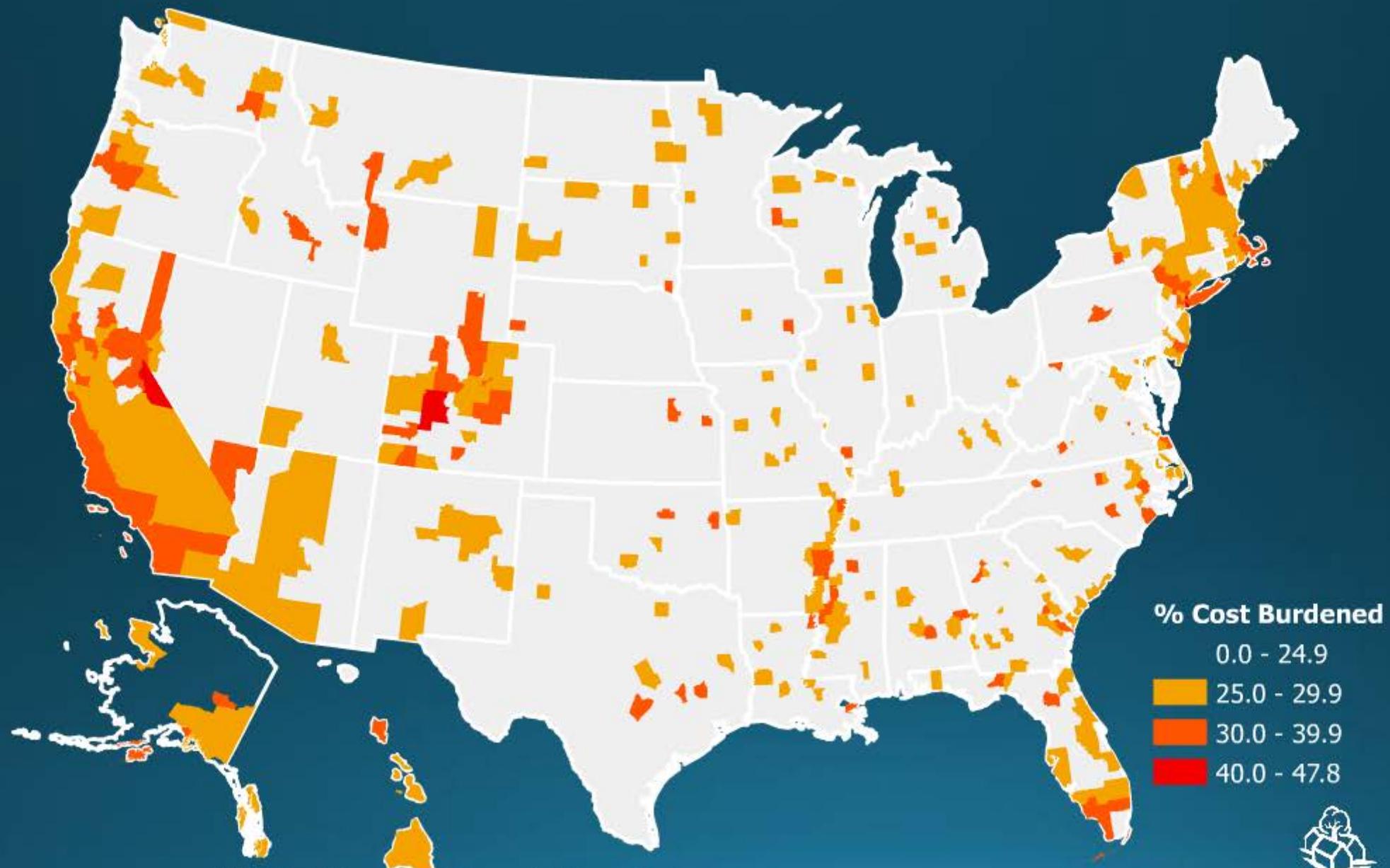
- Rooting our work in emerging practices and need
- Framing our efforts toward national goals (Federal C/B) and the Federal Strategic Plan to end homelessness, *Home Together*
- Breaking down the barriers to collaboration
- Positioning amongst VA and CoC Partners
- Using SSVF as a navigator for systems changes

Model Impact

- Veterans homeless cut in half.
- 82 percent of SSVF exits to housing.

.... But we must continue to evolve

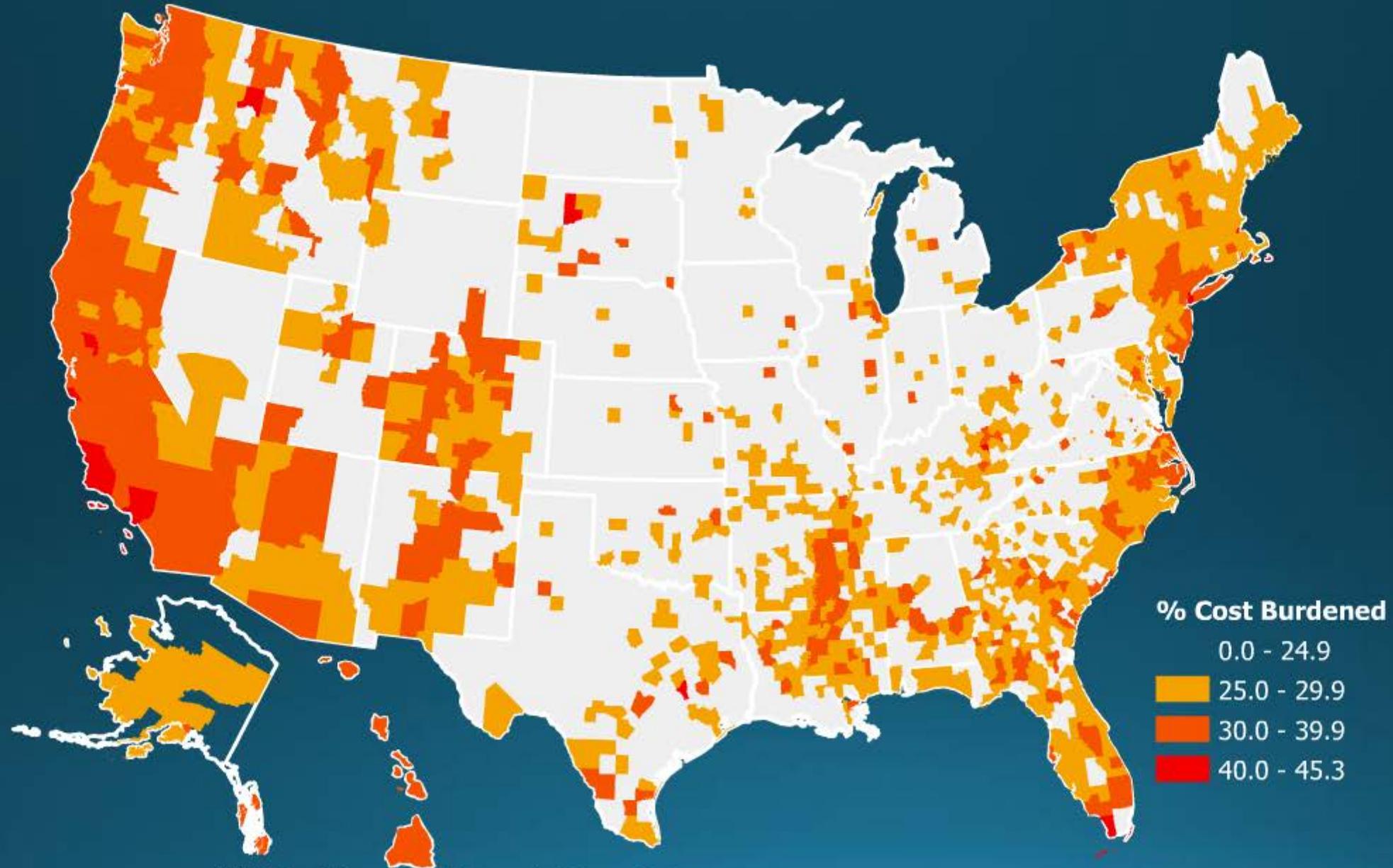
Housing Affordability, 1980



HAC Tabulations of 1980 Decennial Census Data

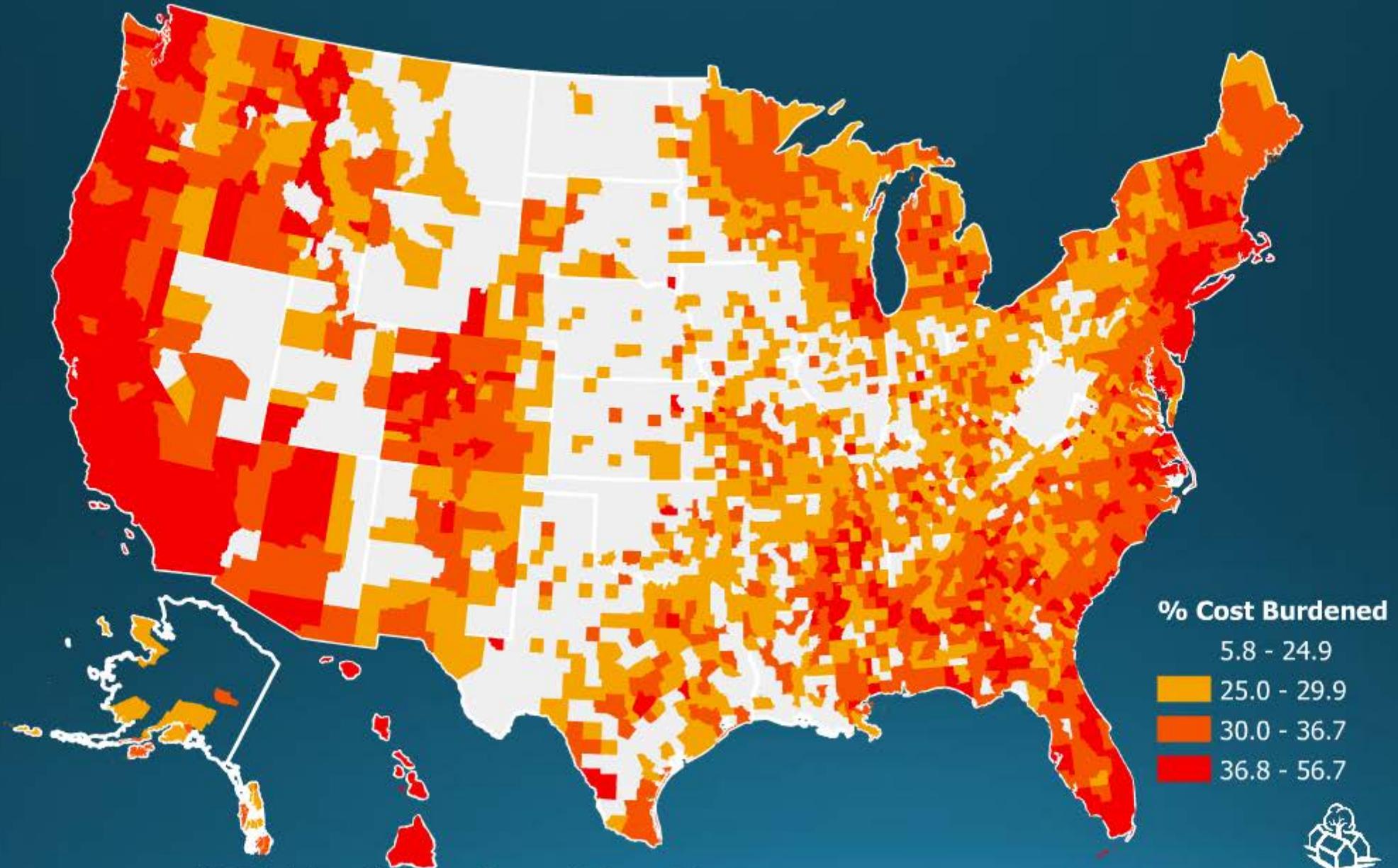


Housing Affordability, 2000



HAC Tabulations of 2000 Decennial Census Data

Housing Affordability, 2014

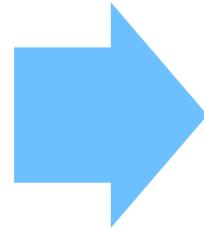


HAC Tabulations of American Community Survey Data



SSVF Funds Services with Grants

VA funds
community
non-profits



Grantees
provide services
to Veterans and
their families

You are responsible to work with household on what services to provide.
Program office provides guidance & oversight.

Primary Mission

Prevent and End
Homelessness among
Veterans and their Families

Two Priorities

Rapidly re-house homeless Veterans and their families

Homelessness Prevention – keep those imminently at-risk, housed



Priority One: Rapid Re-housing

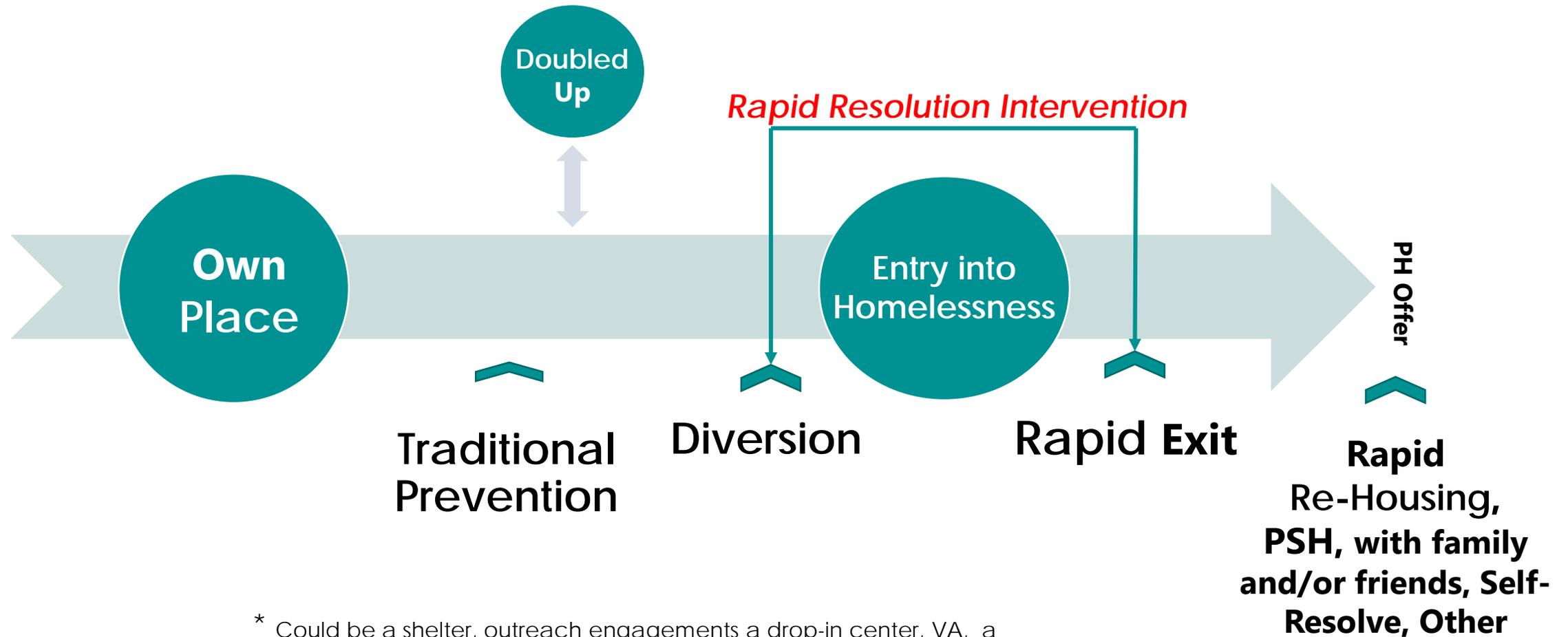


- Triage priority
 ➔ Literally Homeless
- Budget sufficient resources,
Demand = BNL (or PIT) + inflow

Priority Two: Homelessness Prevention

- TFA limited to 40% without a waiver (can be just services).
- Targets **imminent** risk of homelessness
- Use Diversion/Rapid Resolution – may straddle into early shelter intervention. Should be part of initial conversation at time of housing crisis.

New Tool: Rapid Resolution



* Could be a shelter, outreach engagements a drop-in center, VA, a CES Access Point, wherever people are most likely to present asking for help.

SSVF Delivers



Outreach



Identifying Housing



Case Management



Securing Income

Consumers Have Varied Needs

Young Veterans



Women



Dependent children



Disabled



Design Services to Meet Household Needs

- Address needs of non-Veterans to support housing stability
- 20% of participants are dependent children
- Able to serve family members if household separates
 - DV provision resets TFA clock

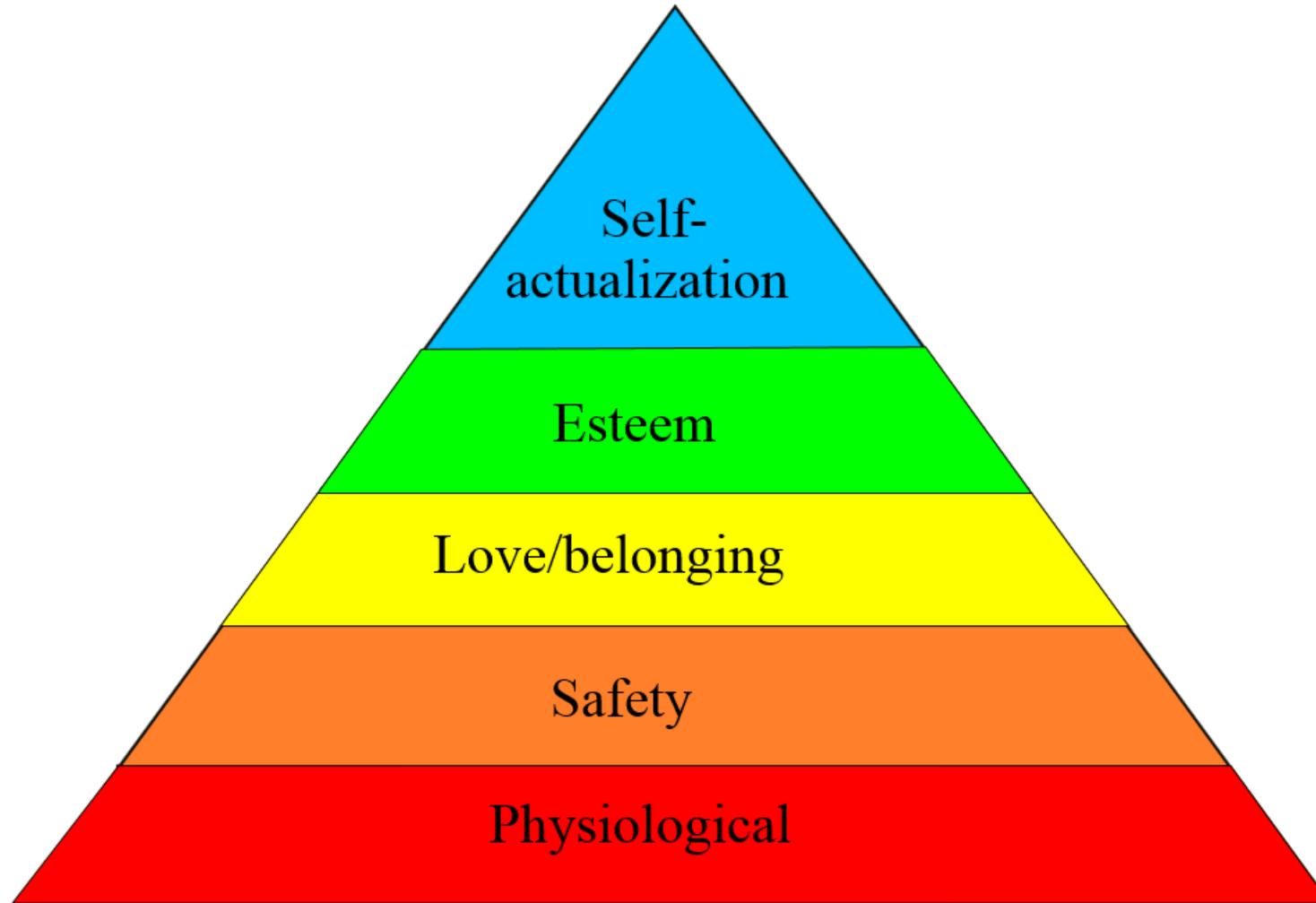
Tools to Ensure Participant Safety

1. Housing First is SSVF policy
2. Same Day Screening and Enrollment
3. Emergency Housing Assistance
4. General Housing Stability Assistance

1. Housing First

- Serve without pre-condition
- Evidence-based
- Not Housing Only

Maslow's Hierarchy of Needs



2. Same Day Screening and Enrollment

- Those eligible for services face higher mortality and morbidity risks.
- SSVF is a social services ER.
- Use SQUARES and if necessary self-certification of income to begin services.

3. Emergency Housing Assistance (38 CFR 62.34(f))

- Serves families up to 45 days who generally cannot be served by GPD, HCHV, or suitable community options.
- Individuals generally limited to 72 hours
- Can be used to transition in place when occupying HUD-VASH or Section 8

4. General Housing Stability Assistance (38 CFR 62.34 (e))

- Items necessary for safety
- Employment assistance: uniforms, tools, certifications, licenses
- Kitchen utensils, bedding, supplies
- Housing applications, tenant screening reports, background checks, inspection fees

Service Plans Focus On:

Finding Suitable Housing

Sustainability



Finding/Keeping Housing

- Plans address household barriers
- Housing Specialists with local knowledge of market
- Sustainability means affordability
 - Likely still rent burdened
 - Income
 - Housing costs

Temporary Financial Assistance (TFA)



What?

Provides short to medium term financial assistance

Who?

Apply “but for” criteria

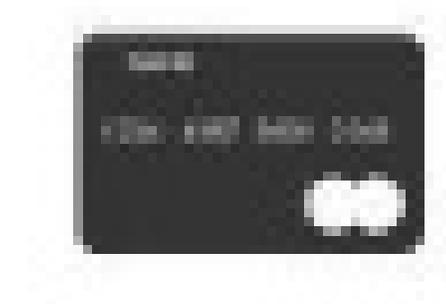


Housing Barriers



www.shutterstock.com · 151992797

Civil justice problems



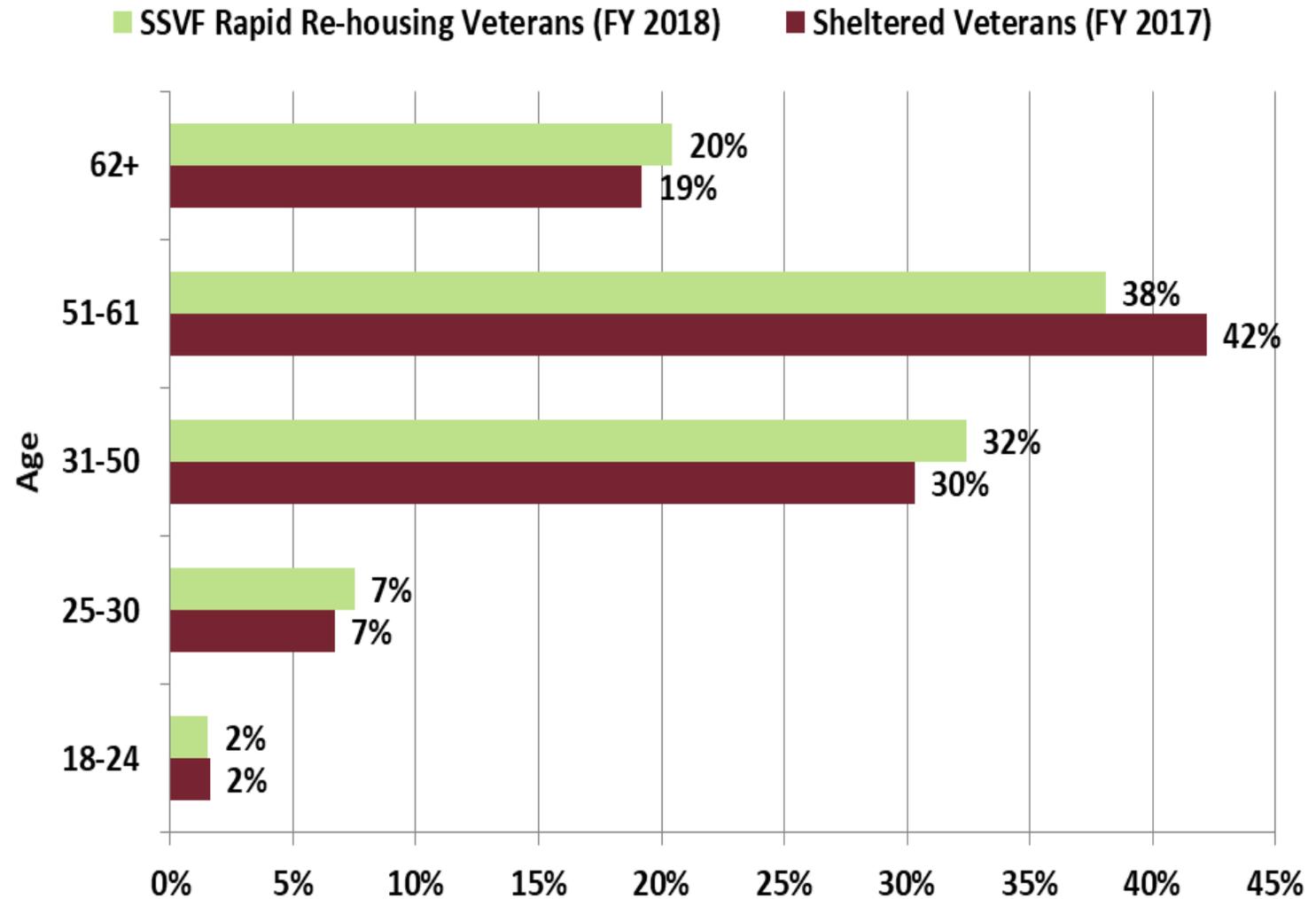
Credit counseling & repair

Progressive Assistance

- NOT one size fits all. Policies describing “what everyone gets” will only lead to failure
- Begin with least amount of assistance needed and scale up from there when required
- The Services are JUST AS or MORE important than the financial assistance

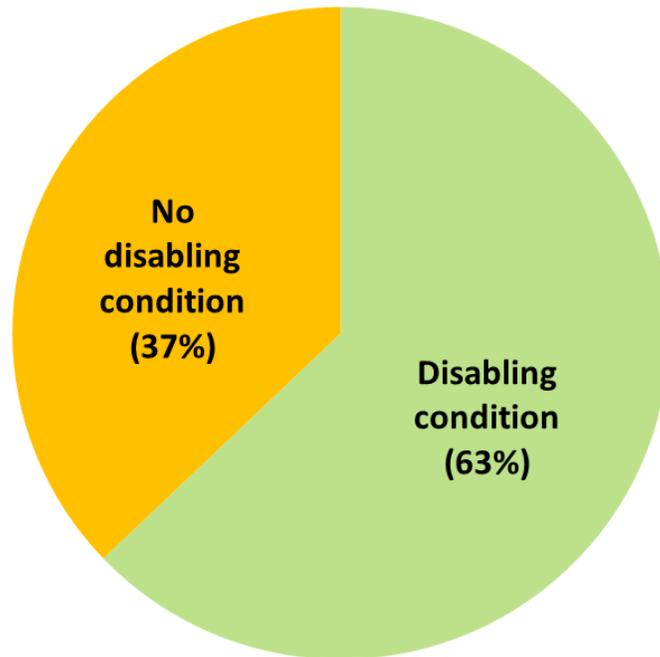
VETERAN DEMOGRAPHIC TRENDS: AGE

- **System Comparison:** SSVF RRH Veterans tend to be younger than sheltered Veterans.
- **SSVF Trend:** Veterans 62+ has risen each year:
 - FY 2015: 13% (13% RRH)
 - FY 2016: 15% (15% RRH)
 - FY 2017: 18% (19% RRH)
 - FY 2018: 19% (20% RRH)

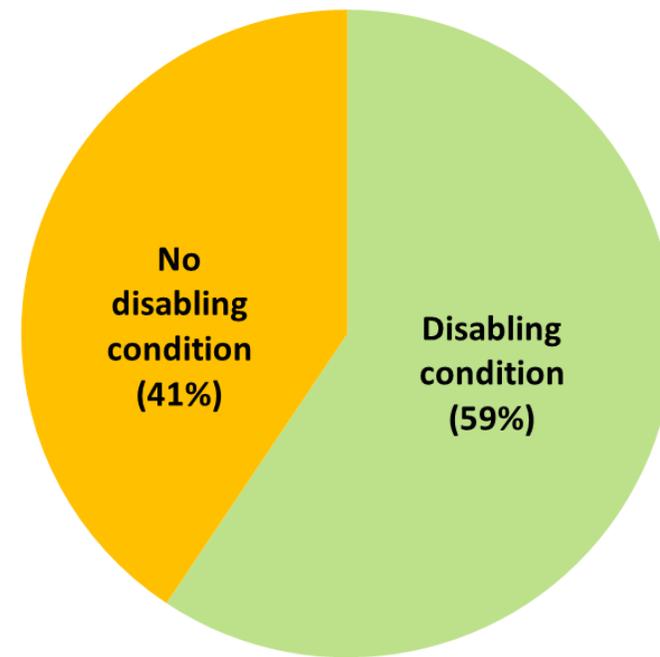


VETERAN DEMOGRAPHIC TRENDS: DISABLING CONDITION

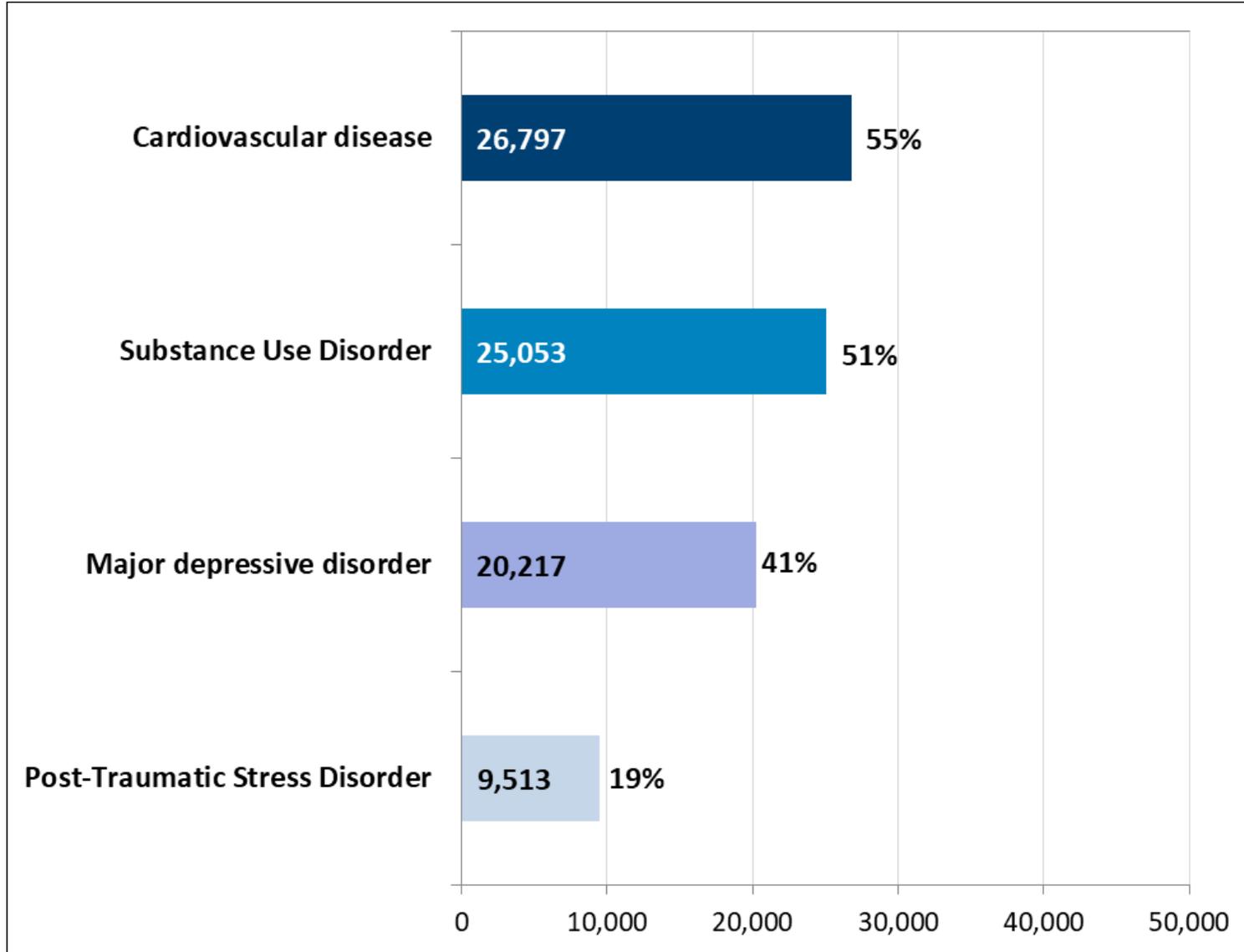
SSVF Veterans, FY 2018



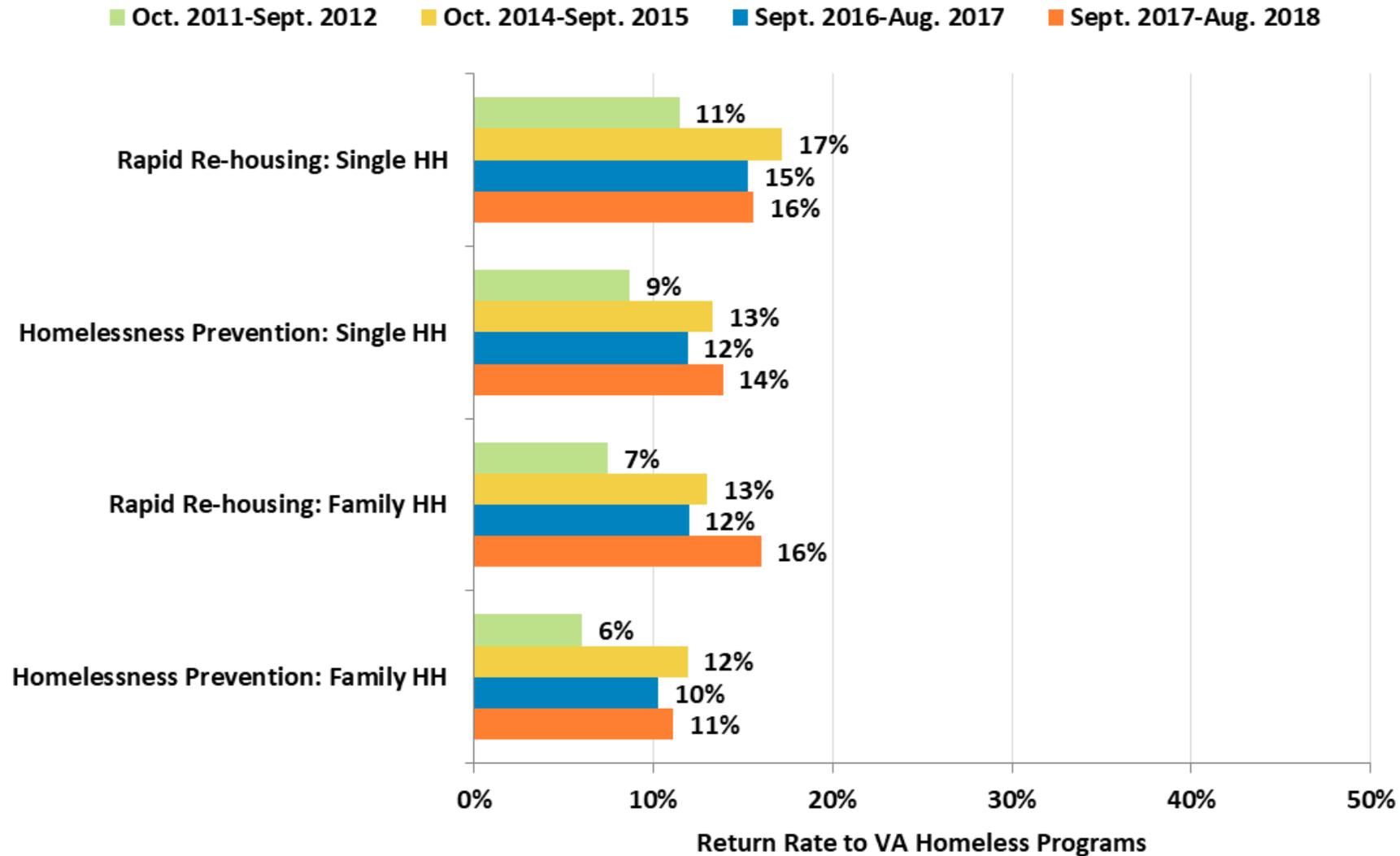
Sheltered Veterans, FY 2017



VETERAN



RETURN RATES TO VA HOMELESS PROGRAMS, 1 YEAR AFTER EXIT



Opening Doors First Objective

“Provide and promote collaboration at all levels of Government and across all sectors to inspire and energize Americans to commit to preventing and ending homelessness.”

The Big Picture

- SSVF most effective as part of the Continuum of Care
- Use community planning to match resources to need
- Engagement



NOFA Expectation

SSVF grantees are required to participate in local planning efforts

Grantees may use grant funds to support SSVF involvement in such community planning by providing staff support or sub-contracting with CoCs.

Training Materials, Program Information and Regulatory Information

www.va.gov/homeless/ssvf.asp

Coming Soon: Interactive Training Platform for SSVF

FIDELITY TO THE SSVF MODEL:

Management, Staffing & Supervision

Myths? Facts?

- Having an income and/or job is a “must have” before someone can be housed with SSVF RRH.
- SSVF is a 90 day program.
- SSVF providers do not need to stay in contact with landlords once a Veteran has been housed.

Complete the following statement:

“Questions I have about how to supervise and manage an effective SSVF program include...”

RRH: Core Concepts and Design

1. **Housing First Approach:** Permanent housing assistance is not contingent on sobriety, treatment, background, or income
2. **Crisis Response:** RRH is designed to help quickly resolve the immediate housing crisis and end someone's homelessness
3. **Client Choice:** Participants determine when they want to be housed, choose the services they want, and have choices in the type and location of housing they enter whenever possible
4. **Screen In, Not Out:** RRH is for all types of individuals and families, no matter what kind of tenancy barriers exist
5. **Progressive Assistance:** Start with the least amount necessary and add more as needed or requested.

SSVF Rapid Re-Housing Core Components

- I. Housing Identification: Assistance finding and moving into housing
- II. Financial Assistance: Move-In and Rental Assistance
- III. Housing Case Management and Connection to Services

SSVF RRH as Best Practice

National Standards for RRH

- Published by NAEH, Informed by and by SSVF/VA, HUD, and other Partners
- Set's forth the national standards for each of the three Core Components previously listed
- Should be seen as a guide for your RRH practice
- Find them on SSVF University!

Myth? Fact?

- Stress overload due to the experience of homelessness can effect a person's ability to find housing on their own
- SSVF RRH programs should give Veterans housing resources and send them out to find their own housing
- SSVF RRH programs partner with landlords to encourage their participation in our program
- SSVF RRH programs can provide a number of incentives to landlords to encourage their participation

Core Component #1: Housing Identification

Build relationships with landlords to have access to as many housing units as possible.

Program Manager considerations:

- Housing navigators are employed and bring necessary skills sets
- Staff time is allocated to allow for adequate landlord recruitment
- Housing staff are trained to assume responsibility for housing partnerships, even if shared, including local tenancy law/responsibilities
- Managers promote a culture of mutual partnership with landlords and housing partners – they are our second client.

Core Component #1: Housing Identification

Find and secure housing as quickly as possible

Program Manager considerations:

- Communication between Housing and Case Management staff is coordinated
- Intake policies gather critical information first to begin housing ID
- Program uses and supports local BNL and prioritization of most vulnerable
- Managers ensure consistent application of P&Ps to support prioritization
- Supervision focuses on maintaining Housing First and Veteran Choice in housing identification process

Core Component #1: Housing Identification

Limit the time a family or individual spends homeless.

Move people into housing within 30 days or less.

- Managers use data to track placement times, then adjust
- Roles of different staff are clarified, clear and consistent
- Supervision ensures housing plans are focused on housing first, with longer term plan after Veteran is housed
- Supervision ensures staff case loads, job descriptions and overall project design promotes housing as the key driver of the work
- Budget and financial projections reflect both actual and aspired housing placement rates and average costs

The Core Principles of Forging Partnerships with Landlords

- 1. How do you and your staff work with your client during and after the housing search process?**
 - Preparation for Housing Identification and Retention
 - Develop information, skills and income needed to keep housing
- 2. How do you and your staff support the Housing Partner?**
 - How does their experience with you and your Veteran feel to them?
 - Have you reduced their actual or perceived risks?

ACTIVITY- Landlord Recruitment and Retention

What kinds of activities are a regular part of your work to recruit and retain landlords?

- Landlord of the Month
- Thank you notes
- Landlord Appreciation/Recruitment Breakfasts
- Certificates of Appreciation

What else?

Core Component #2: Financial Assistance

- Move-In Assistance and Costs
- Rental Assistance

Myths? Facts?

- Every Veteran should get the same amount of TFA and rental assistance.
- Cost sharing is allowable.

Financial Assistance Buckets

- **Move-In Assistance and Costs**

- Essential start up costs to enter housing, often security deposit and other deposits
- Nearly all RRH households need this

- **Rental Assistance**

- Set of ongoing rental payments based on household unique needs
- Coordinated with CoC and other SSVF grantees
- Individually tailored in progressive manner. Just because they can receive 7-9 months doesn't mean they should.

- **Other Financial Assistance**

- Payment for other allowable costs on an as need basis
- Must support housing stability
- Important attention to allowable and appropriate costs

Rent and Move-in Assistance: Progressive Assistance

- TFA is **not a standard “package”** and must be flexible enough to adjust to participants’ unique needs and resources, including income changes
- Start with the least amount that is necessary for participants to **move immediately out of homelessness and to stabilize** in permanent housing and provide more *when and if needed*.
 - Helps to maximize the number of households able to be served
 - Reflects client resilience
 - Ensures flexibility
- Provide more assistance (TFA and/or Support) only if needed
- Work with CoC to coordinate RRH Written Standards and expectations

Progressive Assistance Management Considerations

- Staff are supported and trained to make initial assistance decisions
- Use of standard assessment or protocol to expand or end assistance
- Managers work closely with finance staff to coordinate dynamic budgeting – not over or under-committing available grant resources
- Common messaging used with landlords to ensure clear expectations
- Supervision and meetings to share strategies and promote creativity

ACTIVITY

- How does your SSVF Program manage a progressive assistance approach to financial assistance?
- What policies are in place?
 - When and how to review Veteran's portion of the rent?
 - Can you flex up and down on rental assistance?
 - How quickly can you cut checks?
 - How do you manage landlord and Veteran expectations?
 - How do you use dynamic budget process to manage grant?
- How are staff trained to handle progressive assistance?
- Other?

Break

Myths? Facts?

- A best practice in SSVF RRH is to have consistent home visits
- An SSVF RRH program can continue case management services after stopping financial assistance if needed
- SSVF's primary services role is to assure that the Veteran is stably housed by connecting them to VA and community resources for longer-term supports

Core Component #3: Housing Case Management

- Housing-Focused Case Management
- What we care about---KEEPING HOUSING
 - ✓ Pay the Rent
 - ✓ Maintain the Unit
 - ✓ Treat other people with respect
 - ✓ Follow all aspects of the lease

If your clients can do these things, they can keep their housing.

“I tell my staff, ‘if you’re not talking about housing, you’re having the wrong conversation.’”

Deronda Metz, Salvation Army, Charlotte, NC

Case Management and Services: Principles

- Case management focuses on helping to **obtain and maintain** housing
- Services and support are client-driven and **voluntary**
- RRH case management should be **flexible in intensity**
- RRH case management is, at some times, home-based

Discussion

- How do you as a manager promote these key practices?
- What challenges do you face in balancing consistency with flexibility?
- What successes have you had in working with your team to achieve promote these principles?

Home Visits: Overview

- During home visits, staff observe potential **tenancy issues in need of support**, but not as a “gotch-ya” mission
- Home visits **respect privacy**, choice and autonomy of Veteran
- **Red flags** are an opportunity for teachable moments (noise levels, housekeeping, unauthorized tenants, responding to a complaint)
- If a landlord “**suddenly**” evicts your program participant, you haven’t been paying attention

Home Visits: Management Considerations

- Ensure **safety planning** and clear boundaries
- Work time/expense of Home Visits into **case loads and budget**
- Support staff with **mobile technology** and other tools
- Use **team meetings** to troubleshoot
- Ensure **clear protocol** for when/why to involve landlord in issues that arise

- Discussion
- What factors do you take into account when determining staff caseload size? (i.e. Intensity, drive time between home visits)
- What policies or procedures does your program have to support landlords? (i.e. case managers check in, return call within 24 hours)

Closing the Case

Exit planning starts at entry!

- Case managers create an exit plan to address potential problems and access specific community resources, regularly review goal progress, keep exit date flexible, and adjust as necessary
- Discuss options and criteria for ending assistance with transparency and well in advance
- Exit planning includes transparency with landlords and other partners
- Rental assistance can end while services continue for short period; RA can be reintroduced if absolutely necessary

Closing the Case

- Program manager or supervisor should review progress on housing plans and tentative exit plans regularly with case manager
- Use team meetings or case conferencing meetings to discuss closing difficult cases

Case Closing: Key Considerations

	Indicators for closure	Indicators for continuation
INCOME	<ul style="list-style-type: none"> --Housing subsidy secured --Income from all sources is sufficient to pay rent --Can share housing using current income 	<ul style="list-style-type: none"> --Cannot pay rent for next month or two --No income sources available
LEASE	<ul style="list-style-type: none"> --In compliance, landlord satisfied --LL willing to accept loss of programmatic support 	<ul style="list-style-type: none"> --Currently in violation of lease or subject or serious complaints --LL accepted client only if longer-term support provided
LINKAGES	<ul style="list-style-type: none"> --Other resources will provide needed assistance 	<ul style="list-style-type: none"> --No other resources are willing/able to assist, and need is critical to housing stability
CHOICE	<ul style="list-style-type: none"> --Program participant wants to complete services 	<ul style="list-style-type: none"> --Program participant wants (and needs) additional assistance

Is it time to Close the Case?

- Is there enough income to pay the rent for at least the next few months?
 - ✓ Remember: Rent may be well above 30% of income.
- Is the person fulfilling the requirements of their lease?
 - ✓ Landlord confirms that there are no significant problems that could escalate or lead to eviction
- If the person must have other community resources to keep their housing (e.g. childcare to keep a job or legal help to obtain child support) has the linkage been made?
- Is there a plan for possible new housing crisis? Be sure to prepare tenant with tools
- Does the person agree that the goals have been met and is ready to exit?

Discussion

What policies, procedures, or tools do you use to determine case closing?

A Note About Supervision

- Supervision an ongoing process with regular formal/informal discussion
- Use data as a program planning tool (more on this later)
- Case Conferencing/Meetings and Supervision: Regular and Relevant
- Case Loads and Staffing
 - How do you determine size, intensity, etc.?
 - Do you balance Veterans with different intensities of need?
 - Do you account for time for all needs (case management, travel between clients, data entry, home visits, assessments, meetings, etc.)?
 - Staff work in teams or individually?

A Note About Supervision

- Housing Placements since last check-in
 - Which household have been placed into permanent housing?
 - What supports are needed to maintain housing placement(s)
 - Reminder to update databases (HMIS, BNL, others)
- Progressive Assistance Assessment
 - What screening or retention barriers continue to persist
 - What resources, entitlements or services are needed and/or available to support the household?
 - Will the household need more financial assistance?
- Capacity
 - How many households are currently active?
 - How many households are close to closing/exit
- Landlord Recruitment and support

A Note About Supervision

- Case Manager Support
 - Promote growth and staff development
 - Promote and support direct communication
 - Staff empowerment
 - Validation of work and effort
 - Teamwork and Collaboration

Discussion

How are program managers helping staff manage case loads?

What ideas do you have for supporting your SSVF staff?

SSVF Homelessness Prevention

- RRH is the priority activity for SSVF. HP used strategically to reduce the number of Veterans becoming homeless after RRH need met.
- Research has not found a link between being evicted and becoming literally homeless – SSVF HP must be more strategic than just eviction prevention
 - In most CoCs people are doubled up with family and friends the night before they are literally homeless
 - This is why the “But For” test is so crucial.
 - Without targeting you will go through HP resources too quickly!

SSVF Homelessness Prevention

- Estimate HP resources after determining need for RRH in all CoCs.
- Identify other HP resources and targeting/priorities in homeless system.
- Determine HP threshold score that will make resource available to Veterans who are in greatest need and would be hardest to re-house when they do become homeless.
 - Ensure that you are coordinating threshold scores with other grantees in the community.
 - Set threshold score so that resources are available throughout the year.

Stage 1 = Will become homeless

Stage 2 (threshold) = Most difficult to find own housing once homeless

Other SSVF Services and Resources

Returning Home FAQ Document

https://www.va.gov/HOMELESS/ssvf/docs/Returning_Home_Guidance_and_FAQs.pdf

Shared Housing Toolkit

https://www.va.gov/HOMELESS/ssvf/docs/Shared_Housing_Toolkit_FINAL.pdf

Rapid Resolution Compliance Guide

https://www.va.gov/HOMELESS/ssvf/docs/SSVF_Rapid_Resolution_Service_Compliance_Guidance.pdf

Emergency Housing Assistance with Transition in Place for HUD-VASH

https://www.va.gov/HOMELESS/ssvf/docs/SSVF_Emergency_Housing_Assistance_Transition_in_Place_FAQ.pdf

HUD-VASH Referral Packet FAQ

https://www.va.gov/HOMELESS/ssvf/?page=/official_guide/forms

Other SSVF Services and Management Needs

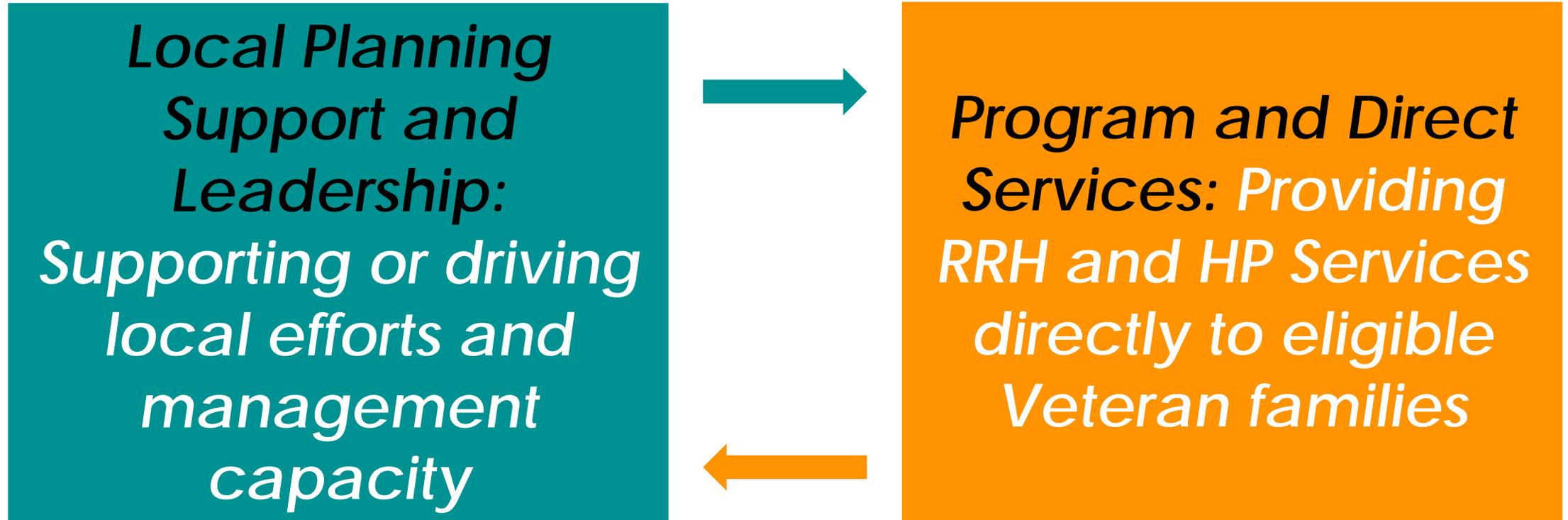
- Coordinated Outreach/In-reach and Community Coordination
- Eligible Costs and Activities (full awareness of any changes to guidance)
- Working closely with your VA
 - Verifying Veteran status
 - VA Benefits enrollment
 - HUD-VASH Referral Packet
 - Coordinating services and referrals
- Tracking Screened but not Enrolled
- Other requirements and administrative needs

Federal Goal to End Homelessness Among Veterans

To build a systemic response to homelessness among Veterans that ensures that Veteran homelessness is Rare, Brief, and Non-Recurring

- Articulated and defined by the Federal Criteria and Benchmarks for Ending Homelessness Among Veterans
- Allows for holistic view of homeless crisis response system that addresses varying levels of need and variety of available VA and non-VA resources
- Promotes other locally-driven goals and performance benchmarks
- Vision achieved as communities *optimize* their homeless crisis response system(s)

SSVF Role in the Crisis Response System



VA Homeless Programs in Coordinated Entry

- Deputy Under Secretary for Health for Operations and Management (DUSHOM) Memo released in 2017
- VA and all VA funded homeless programs required to participate in the CoC's Coordinated Entry process by March 2018
- Closely aligns with HUD's Coordinated Entry Requirements
- ***VA Programs Required to Participate Across 5 Domains:***
 - 1) Community Case conferencing
 - 2) By-Name-Lists
 - 3) Common Assessments
 - 4) Commitment of resources
 - 5) Data Sharing

Read the Memo and HUD's CE Requirements!

SSVF: Creative Uses of SSVF: Examples

- Supporting or driving local **leadership** or Veteran committees
- Assisting in **By-Name List** Management and Coordination
- Participating in or leading community **Case Conferencing**
- **Subcontracting** with CoC to support Veteran related operations
- Providing coordinated outreach and front line **Housing Offers and Coordinated Entry assessments**
- Acting as **mobile** in-reach team for all Veterans in community programs
- **Liaison** between VA, HUD and community programs
- Acting as primary **housing navigator** and landlord database for Veterans

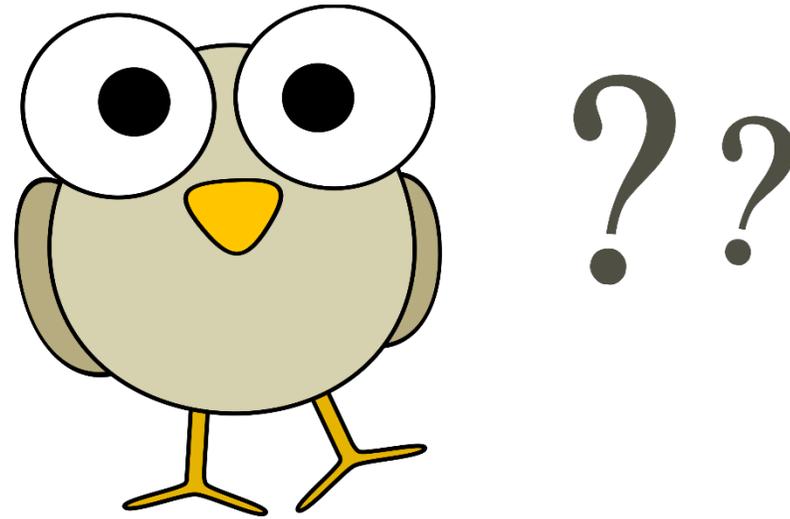
SSVF: Engaging the VAMC and VISN Leadership

- Know your.... VAMC Homeless Programs Director, VAMC Catchment area and VISN NHCs
- Leverage your SSVF Regional Coordinator's expertise and connections!
- Plan or support collaborative events and training with a local VAMC's homeless team.
- Share the load and know the challenges
- Ensure communication and activity is part of broader community planning process

SSVF Program Manager: A Unique Position

- Oversee service practice while informing larger community efforts
- Able to identify barriers and challenges from multiple vantage points
- Able to leverage multiple levels of knowledge/program to find solutions
- Have active partnerships in all domains of the program and community
- Have the capacity to communicate to a broad array of stakeholders

PANEL and QUESTIONS



LUNCH

COMMUNICATION WITH THE SSVF PROGRAM OFFICE

SSVF Program Office



- Who we are?
- National Director
- Deputy Director
- Compliance Team (3)
- Administrative Officer
- Supervisory Regional Coordinators (2)
- Regional Coordinators (9)
- Program Support Assistant
- VA Staff Detailed to SSVF (as needed)

SSVF Regional Coordinator

- Regional Coordinator
 - Represent the SSVF Program Office
 - First contact for any grantee questions.
 - Provide Guidance and oversight to grantees and their communities

- Work closely with the VA and federal partners
 - VISN Network Homeless Coordinator
 - HUD VASH Regional Coordinator
 - USICH Regional Coordinators
 - HUD Regional Coordinators

SSVF Inbox

- SSVF Inbox is an Administrative Inbox
- General SSVF Questions
 - Requests from external Stakeholders
 - Grievances
 - Grant Administration communication from Program Office
 - Some examples:
 - MOA follow up
 - NOFA questions
 - Responses to administrative issues as indicated
- NOTE: SSVF HMIS help at ssvfhmis@abtassoc.com

SSVF Guidance Tools

SSVF Guides are all on the SSVF Website

SSVF Program Guide

https://www.va.gov/HOMELESS/ssvf/docs/SSVF_Program_Guide_December_2019.pdf

SSVF Final Rule

https://www.va.gov/HOMELESS/ssvf/?page=/home/general_program_info_regs

SSVF GIFTS guide

https://www.va.gov/HOMELESS/ssvf/docs/GIFTS_GrantteeGuide.pdf

GIFTS Requirement Guides

https://www.va.gov/HOMELESS/ssvf/?page=/official_guide/reporting_and_monitoring_requirements

GIFTS



GIFTS Account Holder

- ONE GIFTS account holder per award
- Grantee may transfer requirement within GIFTS
- Link to the GIFTS Portal
 - GIFTS Sign On

GIFTS Log in

Please Sign In

- If you have an existing SSVF account, please log in using your E-mail Address and Password.
- To create an SSVF account, please use the "New Applicant" link found below.
- This grant application system uses the following email domain: ssvf@va.gov. Please add it to your safe-senders list to be sure you receive all communications.

E-mail

[New Applicant?](#)

Password

[Forgot Password?](#)

Login

GIFTS- Requirements

st Log in: 1/7/2020 1:30 PM GMT-05:00

SSVF Applications

SSVF Requirements

Requirements

Click the Applications tab to view saved and submitted Applications.

Show

Hide Viewer Only Requirements

Form Name	Project Title	Type	ID	Due	Updated	My Role	Action
SSVF Grievance	Test Request	Grievance Review	255052	2/7/2020	1/8/2020	Owner	  
SSVF Program Change	Test Request	Program Change	255059	6/1/2020	1/8/2020	Owner	  
SSVF RRH Waiver Request	Test Request	RRH Waiver	255054	7/17/2020	1/8/2020	Owner	  
SSVF Homelessness Prevention Screening Threshold Score	Test Request	HP Threshold Score Change	255055	9/30/2020	1/8/2020	Owner	  
SSVF Contact Change	Test Request	Contact Change	255049	9/30/2020	1/8/2020	Owner	  
SSVF Critical Incident Report	Test Request	Critical Incident	255053	9/30/2020	1/8/2020	Owner	  

GIFTS Requirements

- Required All Awards
 - Resolution
 - Program Change (only submitted if needed)
 - End of year Certification
- Open until end of year- submitted as needed
 - Critical incident
 - GIFTS Contact Change
 - RRH Waiver Request
 - HP score change
- Published by SSVF Program as needed
 - Grievance
 - Budget submission
 - Extension requests
 - Disaster Relief Request

Critical Incidents

- Submitting Critical Incidents
 - Types
 - Homicide
 - Suicide
 - Media Attention
 - Fraud/Criminal actions by Grantee or Subcontractor
 - Active participant households
 - If unsure, ask Regional Coordinator
 - Be clear and concise while responding to each question
 - Respond promptly to any additional information request
- Procedure for Critical Incident Review as part of a Quality Assurance
- Staff debriefs, training and supervision

Grievances Policy

- Required to establish an internal policy for processing and reviewing participant grievances and complaints.
- This policy should be presented to the participant household upon enrollment for services.
- Grantees are also required to establish a policy that allows for participant appeals to a rejection for services.
- The Grievance Policy requires the agency to provide the participant with the reason for rejection and the right to appeal it to agency supervisory staff.
- The policy must also include a review process and a timeframe established for such review. The Grievance Policy should be presented to the participant at the initial intake appointment.

Grievances

- The SSVF Program Office recognizes the positive and professional manner in which SSVF grantees are responding to Veteran complaints or grievances. In rare instances, it might not be possible to resolve disagreements or grievances within your program or local community.
- In these rare cases, Veterans can submit complaints or grievances to the SSVF Program Office at SSVF@va.gov. Grievances received by the Program Office will be processed internally and require grantees to respond to a request for information within the online grants management system (GIFTS). Please note that SSVF Regional Coordinators do not provide direct assistance to Veterans as part of the grievance process.

Grievances

- SSVF Program Office Process
 - Grievance submitted to ssvf@va.gov
 - SSVF Program Office responds to Veteran acknowledging grievance
 - May ask for more detail in writing or use submitted information
 - A Grievance Requirement in GIFTS with a response date within 3 days
 - Additional information may be requested by Regional Coordinator
 - SSVF Program Office responds to Veteran, once grievance is resolved by grantee
 - SSVF Program Office sends notification to Grantee of close out

Grievances

- Considerations
 - Be clear and concise while responding to each question
 - Respond promptly to any additional information request
 - View as opportunity for process improvement or validation that process is good
 - Procedure for Grievance Review as part of a Quality Assurance, Staff debriefs, training and supervision

MANAGING AND USING SSVF DATA

Myths? Facts?

- No one looks at the data once it is uploaded to the Repository.
- The only data point that really matters is the number of clients served.
- Grantees only need to report in one CoC's HMIS when they serve multiple CoCs.
- SSVF data has no impact or relevance to broader community efforts i.e.. CoC System Performance Measures and other trends.

The Importance of Data

- SSVF legislation requires use of HMIS for client-level data collection and to report monthly on program activities.
- Data can offer program managers near real-time feedback and insights to help align the right actions with the right problems.
- Data can provide an informed and accurate picture for your agency, community and stakeholders.
- Without accurate data, there is no way to track progress in ending Veteran homelessness.

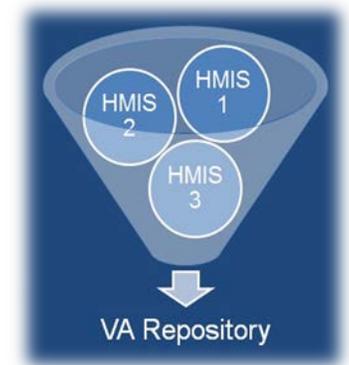
Why else is data important?

How is SSVF Data Used?

- Upload to Repository to track clients served and services provided
- Track Veteran system progress on ending Veteran homelessness
- Program planning by grantees
- Annual application for SSVF funding
- CoC system performance measures

SSVF Data Refresher: VA Repository

- **VA-owned databases designed to receive and store SSVF Program data.**
 - Data received must align with HUD's HMIS Data Standards.
 - Comprised of tables similar to the HMIS Logical Model.
- **"The Repository" is actually 2 remote VHA servers:**
 - Production Server = Grantee Uploads
 - Reporting Server = Archive of previous FYs and copy of current Production Server data
- **Grantees upload data for their entire grant year each time.**
 - Example: January uploads contain all active current fiscal year clients' data through December.



Repository

- **Why use a Repository?**

- The SSVF Program Office is accountable for program data and must have visibility into grantee progress/outcomes.
- SSVF Grantees are required to enter all program data into their local HMIS systems.
- VA currently does not have a bi-directional way to share data with communities/outside stakeholders.
- The HMIS Repository allows VA to receive grantee data via monthly upload.

- **Why not just use HOMES? (Homeless Management Evaluation Systems)**

- Data access issues for non-VA staff.
- Minimal crosswalk between HOMES and HMIS at the time of the SSVF Program implementation (in FY11).

Repository Limitations

- Access is limited.
- Data is not real-time.
- Difficult to report across FYs.
- No custom reporting capabilities
 - This includes on the front end when grantees upload data.
 - Validation Report is helpful by showing row counts and major issues but is not sufficient for data quality.
 - Note: just because the Repository accepts the upload does not mean the data is accurate or that issues did not occur during upload.

Current Data Validation and Quality Reports-Summary

- After uploading a successful file in the HMIS Repository
 - Web browser summary appears
 - Email is sent with summary data quality information
- Any fixes needed must be done in local HMIS and a subsequent corrected file is uploaded
- Process repeats each upload period until there are 0 errors or the 9th calendar day deadline (whichever comes first)
- Reviewed on National Webinar February, 24 2019

https://www.va.gov/homeless/ssvf/?page=/ssvf_university/webinar_library

New Data Validation and Quality Report

- Formats
 - A second web browser/email report after a successful upload
- For each issue the following items will be included
 - Personal IDs
 - Enrollment IDs
 - Project IDs (sometimes)
 - Detailed record IDs (sometimes)
- Reviewed on National Webinar April 26, 2018
 - https://www.va.gov/homeless/ssvf/?page=/ssvf_university/webinar_library

Repository Uploads and Data Quality

- Data quality review of uploads for:
 - Missing client data
 - Missing Veterans
 - Missing RRH move-in dates
 - Missing TFA information
- Review also checks for missing uploads – grantees need to upload monthly for RRH and HP even if no clients are served in that month
- To reduce data quality problems with uploads grantees should implement a data quality plan that includes checking on the upload requirements in addition to the HUD data quality definitions

VSSC Dashboard

- VHA Supportive Services Center (VSSC)
 - VHA reporting service generates reports for the HPO programs including the SSVF Dashboard.
 - VSSC pulls SSVF data directly from the HMIS Repository Production Server on the 10th or 11th of each month.
 - Validation processes and business rules are applied to generate the dashboard reports.
 - Example: missing/invalid SSNs omitted from reporting.
 - The VSSC SSVF Dashboard is not the same thing as the Repository but the data should be identical.
 - Caveat: timing between Prod and Reporting Servers.

VSSC Dashboard Demo

Time Period: Nov 2019 Type: National
 Location: National

1 of 1 100% Find | Next

VSSC **SSVF - Dashboard**
 Supportive Services for Veteran Families

VHA Support Service Center

[Click Here for SSVF Veterans by Grant ID and Program Report](#)
[Click Here for SSVF Veterans by Grant ID Only Report](#)

[Data Definitions](#)
[VSSC Help Desk](#)
[Click to Send Feedback](#)

National: National - Report Period: Nov 2019

Residence Prior - Persons Served	Nov			YTD		
	Prevention	RRH	Total	Prevention	RRH	Total
Permanent	7,503	616	8,102	8,737	688	9,398
Temporary	2,326	19,236	21,542	2,606	22,012	24,584
Transitional	84	3,169	3,253	93	3,643	3,734
Institutional	141	800	941	161	922	1,082
Other	413	90	500	417	90	504
Data Missing	48	33	81	48	37	85
Total	10,515	23,944	34,419	12,062	27,392	39,387

Residence Prior - Veterans Served	Nov			YTD		
	Prevention	RRH	Total	Prevention	RRH	Total
Permanent	4,711	386	5,090	5,514	436	5,936
Temporary	1,452	15,141	16,584	1,652	17,380	19,016
Transitional	79	3,023	3,102	88	3,484	3,570
Institutional	131	765	896	151	885	1,035
Other	289	62	350	291	62	352
Data Missing	24	21	45	24	24	48
Total	6,686	19,398	26,067	7,720	22,271	29,957

Destination Type	Nov			YTD		
	Prevention	RRH	Total	Prevention	RRH	Total
Total	7,803					

[https://securereports2.vssc.med.va.gov/ReportServer/Pages/ReportViewer.aspx?%... 832](https://securereports2.vssc.med.va.gov/ReportServer/Pages/ReportViewer.aspx?%...) **7,803**

Total Permanent Destinations By Month

Total Veteran Permanent Destinations By Month

Total Veterans Served By Month

SSVF Regional Review of Data

- Veterans/Households served grant to date
 - Unique Veterans rather than households
 - Households without Veterans are not counted
 - Participants fleeing domestic violence
 - SSVF vs HMIS definition of Veteran
- Progress towards targeted household number
- Number of HP and RRH Household served
- Program Exits
 - As it related to Participant Survey* registrations
- *Also review Survey completion rates

Quick Note: Repository Requirements with HUD Data Quality Elements and how they relate.

Repository Data Quality Review	HUD Data Quality Element	SSVF Specific Data Quality Element
Missing uploads		SSVF requirement
Missing client data - Data entry error - Delay in entering client data	Utilization and accuracy Timeliness	Required for upload
Missing Veterans - No data entry	Utilization and accuracy	Required for upload
Missing RRH Move-In Dates	Accuracy and timeliness	Required for upload
Missing TFA - No data entry - Incomplete data entry	Accuracy Completeness	Required for upload

Current Data Quality Review Process

Ask yourself...

- Is there a data quality review workflow?
- What data sources are reviewed?
- What outcomes are reviewed?
- How often are they reviewed?
- Who does the review?
- How is it communicated with staff, which staff?
- How are trends mapped/tracked?
- Do you have internal thresholds/triggers?
- What is your response strategies for various data issues

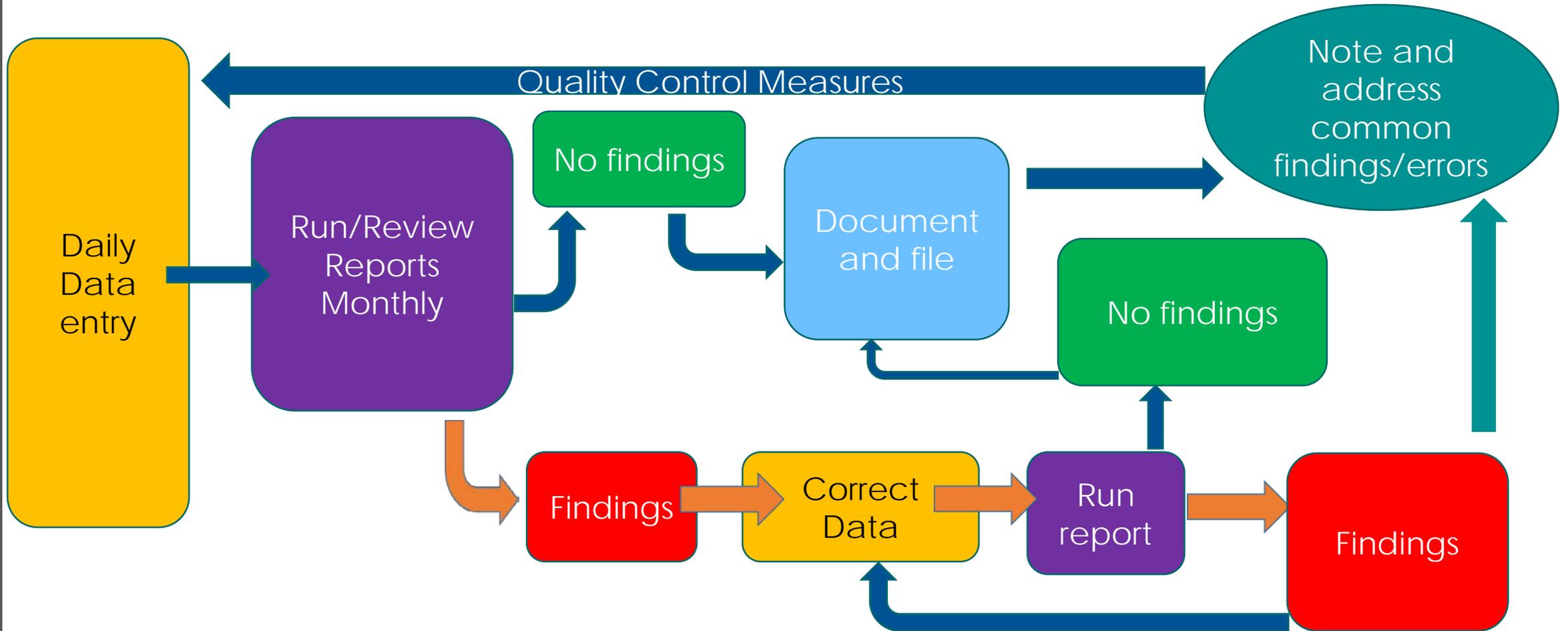
Are you doing enough to ensure you have high data quality?

SSVF Data Quality Plan

Data quality plans should include:

- Purpose statement
- Roles and responsibilities
- Context for SSVF Data Quality Plan
 - CoC's data quality benchmarks for utilization, accuracy, timeliness, completeness
 - SSVF Repository requirements
- Monthly data quality monitoring process
 - Data Quality reports
 - Timeline for running initial reports, checking data and making corrections as needed, rerunning reports. Schedule should reflect Repository upload schedule and community reporting timeline.
 - Data sources to use for data quality review
- Management review of data quality progress with identification of training or resources needed to improve initial data quality

Mapping the Data Quality Review Workflow



Other Data Sources to Consider

- VA Registry reports (confirmation e-mails)
- CoC data: Point-in-Time Count, AHAR Data Summary Report, Other CoC data
- Participant feedback & evaluations
- Financial reports
- Master list

Using Data to Manage the SSVF Program

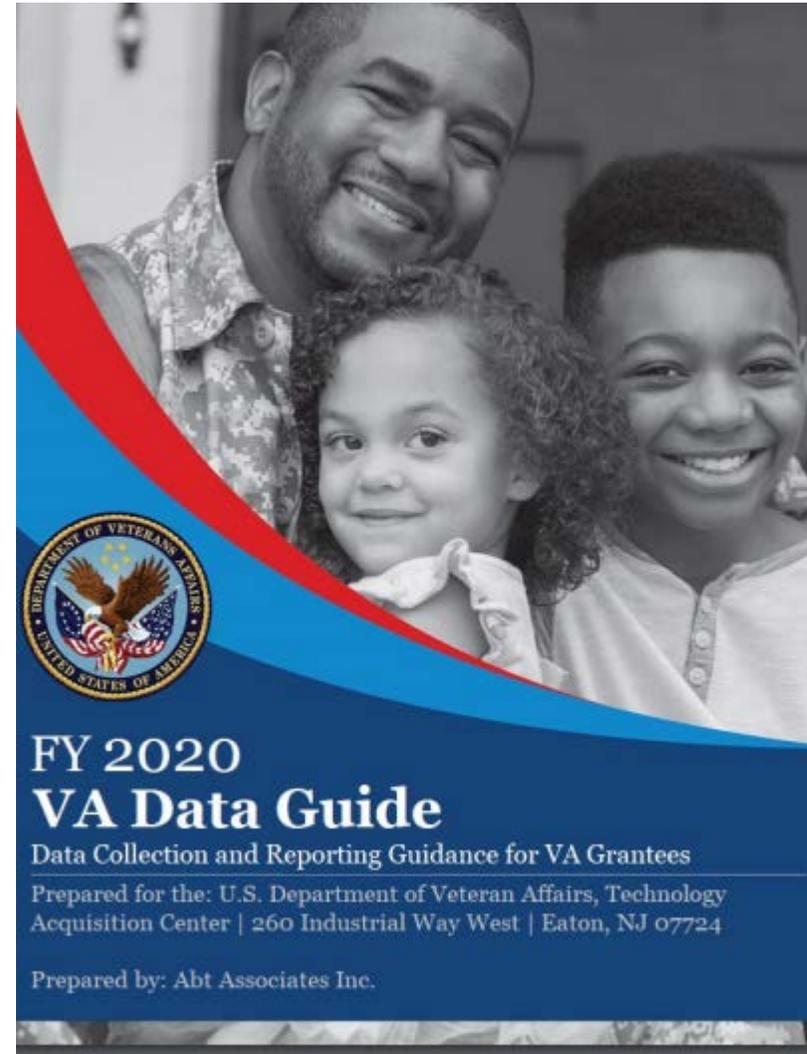
- How do you measure program outcomes?
- Do you use data to determine appropriate staffing levels?
- Do you use data to determine appropriate level of services needed?

Using Data for Community Goals

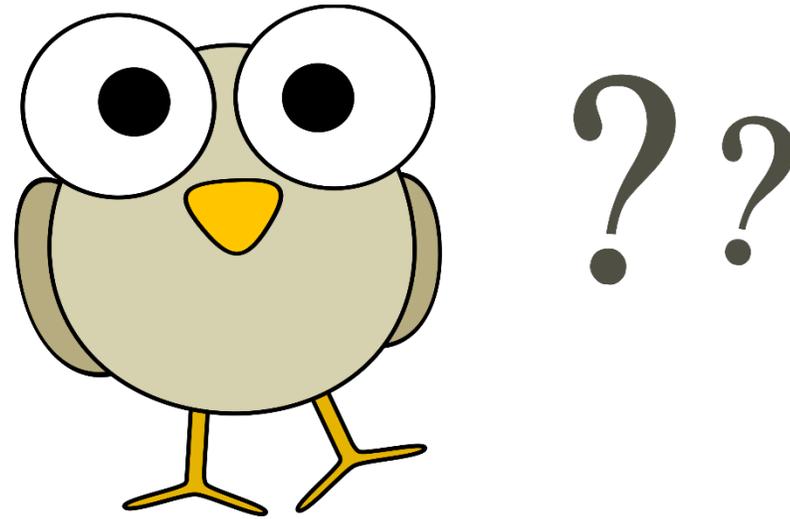
- Why is your data important to the community?
- How does your program data affects community data as a whole?
- Is your data aligned with and reviewed for Community Goals?
- Have you used your data to target specific populations?
- Are you reporting out to the community on Veteran Milestones?
- What roles does your data play in Coordinated Entry?

HMIS Resources

- SSVF Website Homeless Management Information Systems section
- SSVF HMIS help at ssvfhmis@abtassoc.com
- SSVF Regional Coordinator
- HMIS Lead
- HMIS trainings and manuals



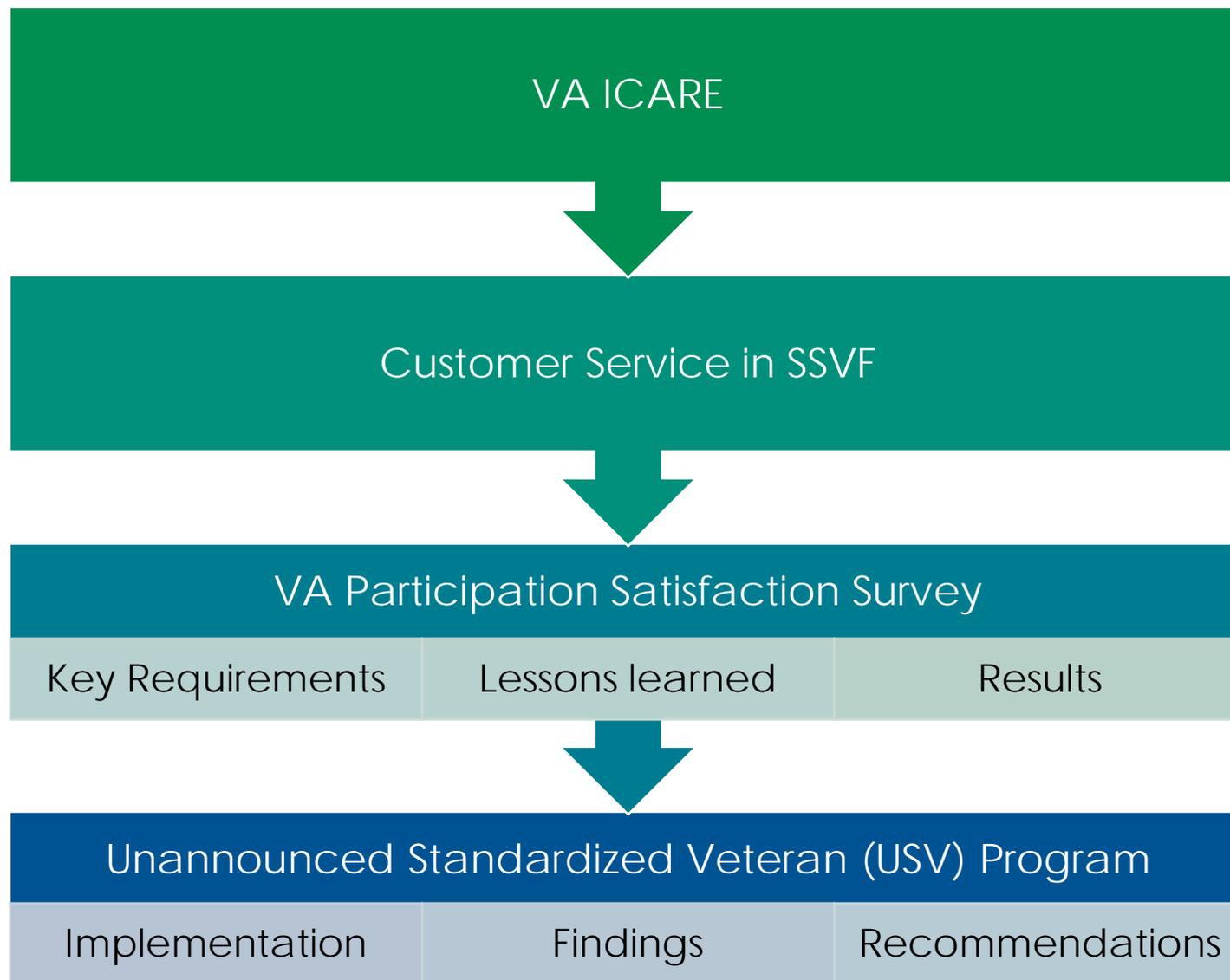
PANEL and QUESTIONS



Break

CUSTOMER SERVICE AND THE VETERAN EXPERIENCE

Lesson Objectives



Customer Service in SSVF

What
does it
mean to
you?

When is it
bad?

When is it
good?

What
does
your org
do?

What it takes?



RESOURCES



TIME



LEADERSHIP

Words of
Wisdom
by Ron
Burgundy



VA I CARE Video

- <https://www.youtube.com/watch?v=wJvMIb6uO4E>

VA Customer Service Integrity, Commitment, Advocacy, Respect, and Excellence (I CARE)

ICARE core values are "who the VA is," VA's culture, and help guide the actions of staff across VA.

Staff - at every level within VA - play a critical role to support VA's commitment to care and serve our Veterans, their families, and beneficiaries.

- Integrity
- Commitment
- Advocacy
- Respect
- Excellence

VA Message on Customer Service

I care about those who have served.

I care about my fellow employees.

I care about choosing “the harder right instead of the easier wrong.”

I care about performing my duties to the very best of my abilities.

It all starts
with.....



Not this...



When

Before

- How do Veterans access or inquire about services?
- That first access point- critical interaction
- The enrollment process

During

- Interactions with staff, case managers...etc.
- Acknowledgement, celebrate progress and deal with any setbacks

After

- Willingness to reach out when assistance is needed

What can I do as a the Program Manager?

- Create a culture
- Set the standard throughout
- Involve staff
- Celebrate success!
- Map out the process for a client from start to finish
- Staff turnover



Participant Satisfaction Survey

Registering Veterans within 30 days of exit for the Participant Satisfaction Survey is ?

Optional

Required

Depends whether you have already exceeded 70% registration rate for the month

WWRBD (What Would Ron Burgundy Do)

SSVF Participant Satisfaction Survey



Requirement-
register all
participants
for the VA
survey



Veteran
registered
through
weblink once
within 30
days of final
services



If cell phone
number & e-
mail are
included,
text/e-mail
invitation sent
to Veteran.

*If a veteran does
not have access
to the internet,
he or she has the
option to take
the survey by
phone.*



Veteran
provides
feedback



Receive
quarterly
reports with
feedback
from the
Veterans you
serve



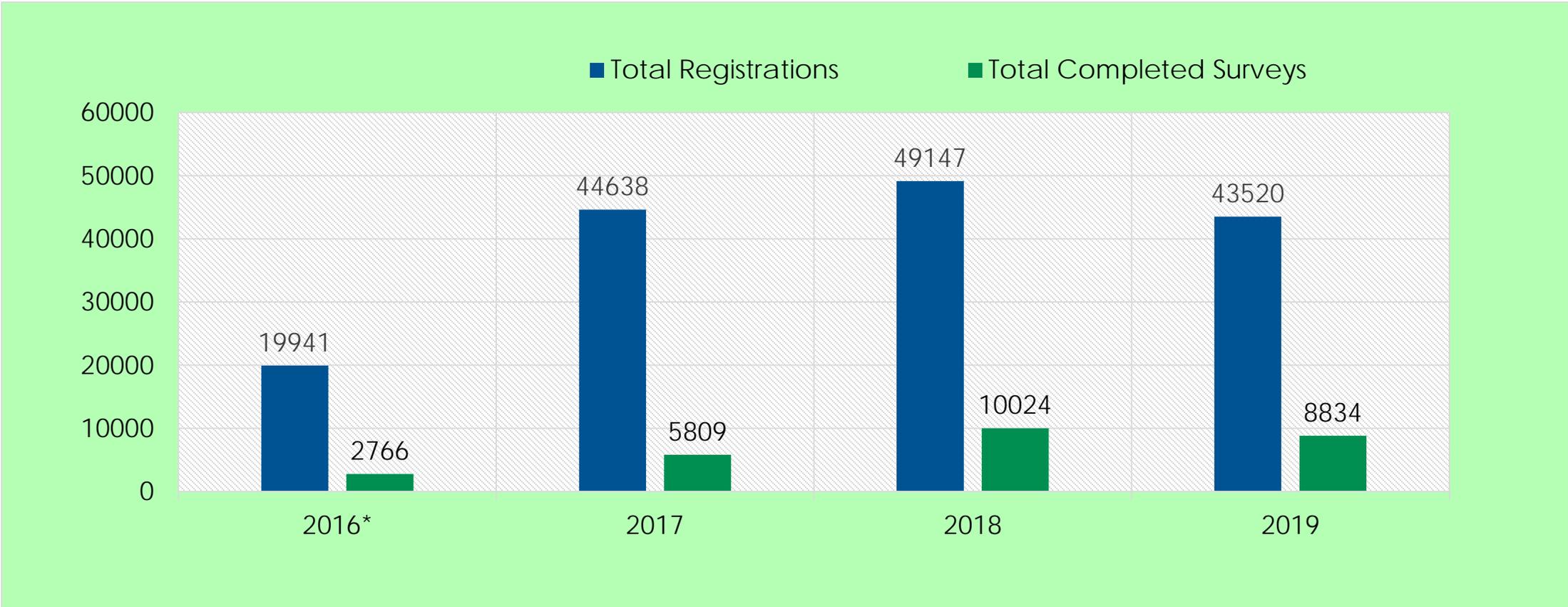
Registration
rates
monitored
quarterly by
Regional
Coordinators



Print
confirmation
page and
insert into
case file
(reviewed
during FOFA)

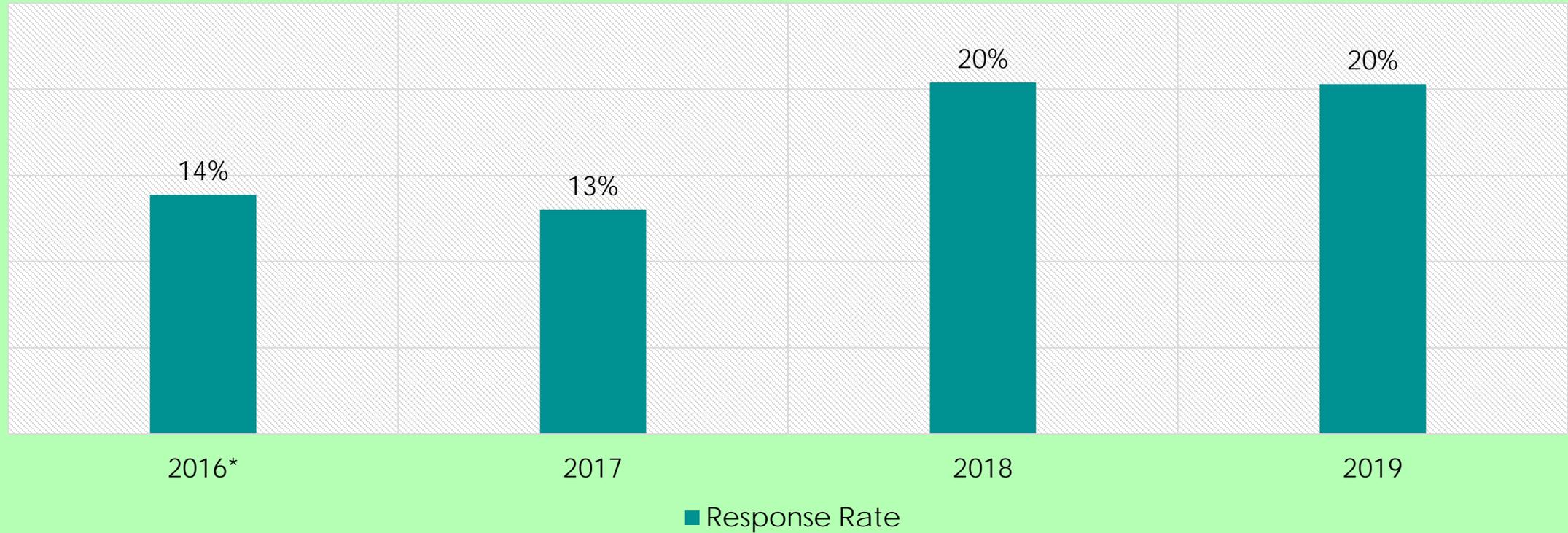
The background features three overlapping teal circles of varying shades, creating a layered effect. A white horizontal band is centered across the middle of the page, containing the main title.

FY 19 SSVF Survey Data



Registration and Completion

Response Rate = Total Completed Surveys / Total Registration



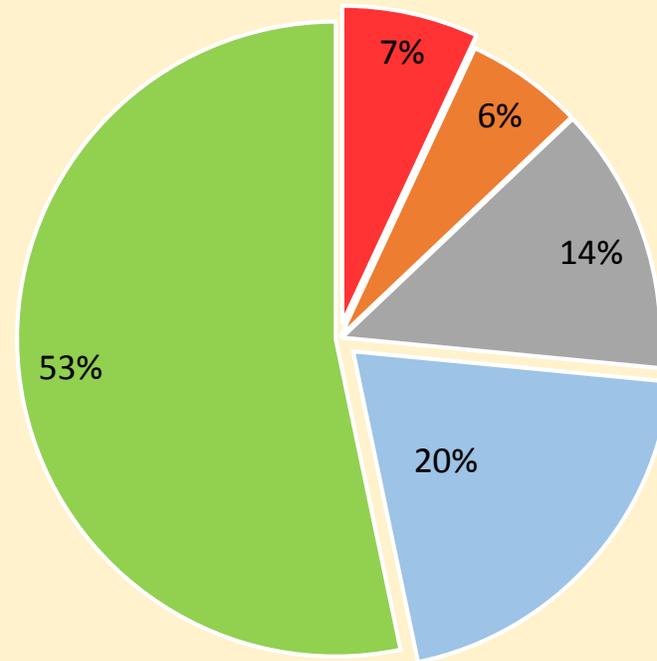
Response Rate

U.S. Department
of Veterans Affairs



Q1: How would you rate the quality of the services you have received from this supportive services provider?

2019 Overall Satisfaction



■ Extremely Poor

■ Below Average

■ Average

■ Above Average

■ Excellent

Overall Satisfaction

Open Ended Questions

Question 9, 10, 11

1

8859

veterans completed the survey in 2019



2

5093

veterans indicated that at least one aspect of their experience was **positive**



3

1606

veterans indicated that at least one aspect of their experience was **negative**



4

2588

offered suggestions to improve the SSVF program



5

631

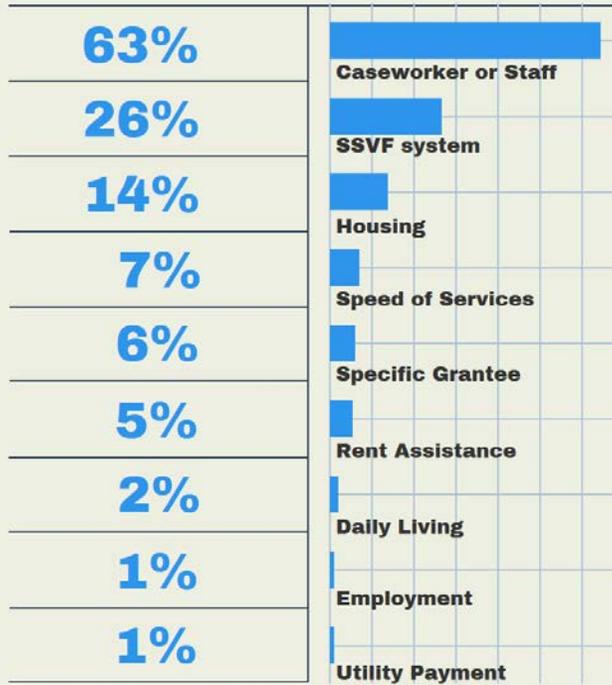
veterans suggested that the VA "**Not change anything and keep doing what they are doing**"





Reasons for Positive Experience

Positive Experience - 5,093 Total Positive Responses

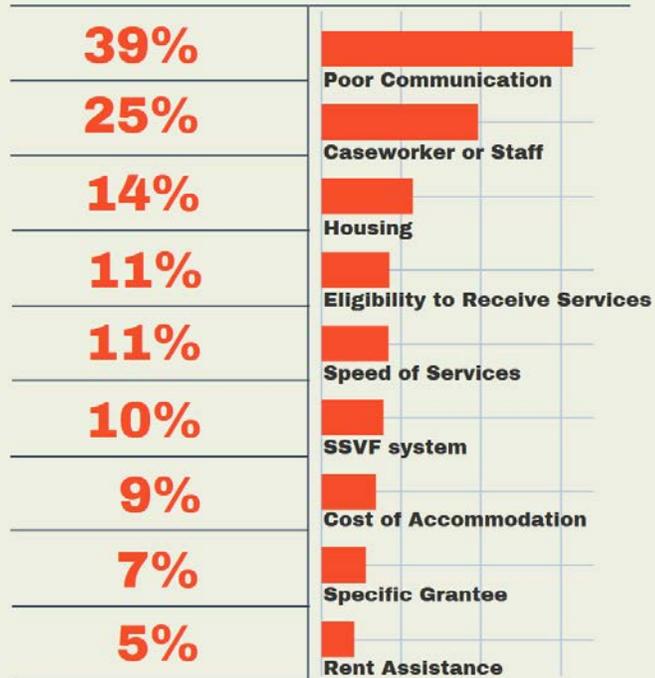


Note: Each response can be coded to more than one category; therefore, the sum of percentages may not equal 100%



Reasons for Negative Experience

Negative Experience-1,606 Total Negative Responses



Note: Each response can be coded to more than one category; therefore, the sum of percentages may not equal 100%

Question 11

2,588 Total Responses



Please list any additional suggestions as to how to improve the SSVF Program

Keep doing what you're doing; it works



24% Veterans

More or better trained staff



17% Veterans

More efficient or respectful communication



14% Veterans

Better funded programs



9% Veterans

Better advertising of the SSVF program



5% Veterans

Better relationship with landlords



4% Veterans

Note: Each response can be coded to more than one category; therefore, the sum of percentages may not equal 100%.



SSVF Participant Satisfaction Survey- lessons learned

- Develop internal process to ensure all Veterans are registered
- Don't forget about subcontractor staff
- Train staff using pre-recorded webinars
- Review survey questions with staff
- If weblink option is not feasible, encourage Veteran to use phone option
- Use results for quality improvement
- Use results and feedback to acknowledge good performance
- Formally recognize great customer service
- Highest impact areas: Courteousness and timeliness

Questions regarding survey

M. Davis and Company

- Please email or call if you do not have a grant-specific weblink to register Veterans, or if you have any questions
- vassvf@mdavisco.com
- 215-790-8900 ext. 124

SSVF Grantee Regional Calls

- Discuss with other grantees what works and best practices

SSVF Webinar

- Pre-recorded webinar on best practices

Other Grantee surveys



Several Grantees have developed their own survey in addition to the VA survey



Grantees are encouraged to develop specific surveys or other avenues for feedback for Veterans



Advantage: tailor to your program, population and region



Involve staff in the development



Use results to celebrate success!

Overview

Unannounced Standardized Veteran (USV)

- Mystery Shoppers are widely employed in retail, service and hospitality industries to provide “ground truth” about the customer experience.
- The USV is an actor trained to consistently adhere to a specific script while seeking a pre-identified set of services at multiple sites.
- The USV collects the same data at each site and documents what they observed using standardized measures of access, ICARE values, and process (e.g. number of steps, length of time, and need for assertiveness) while attempting to obtain services as would actual Veterans.

Conclusions

- Denial of care because of not having a DD214, 42% reduction in turning Veterans away.
- 14% reduction in direct access to services
 - Received care without being first asked to go anywhere else,
- 43% received care without having to be assertive
- 26% received transportation when referred to another site either to register or obtain a specific service
- Disparities related to race or age diminished or disappeared.

Conclusions

Basic clinical and service needs more often overlooked:

- More likely to leave without receiving food, information about housing, and income counseling.
- More likely to leave without receiving information about referral for medical needs when indicated.

Veterans not frequently informed of their rights (posted at < half of sites)

- 30% of sites posted the Veterans Rights and, of these, 81% included contact information

Conclusions: Follow up

- Requests for phone numbers to enable follow up 56%
- Follow up calls and texts from 38%
- Sites that made follow up calls or texts were also more likely to have higher overall access scores.

Additional Inputs on Customer Service



Staff feedback



Stakeholder feedback



SSVF Inbox communication



Critical Incidents



Grievances and Complaints



What can I do
when I get
back?

- What 3 things can you do when you return to address Customer Service in the SSVF Program?

Questions?



Wrap Up and Tomorrow

SSVF Program Manager Academy

Day 2

February 5, 2020

New Orleans, LA

Supportive Services for Veteran Families (SSVF)

Compliance and Fiscal Oversight

SSVF Compliance Team

SSVF Program Office

Jeffrey Houser, Compliance Officer

Riccardo Aiello, Project Coordinator

Robert Thompson, Projector Coordinator (Finance/Compliance)

Office of Business Oversight

Compliance isn't just Auditing

Responsible for all Program Compliance

- Auditing- Monitoring (FOFA)
- Fraud, Waster, Abuse
- OIG inquiries
- Veteran Complaints and Grievances
- Risk Assessment
- Grant Cycle, Review, Threshold
- Policy recommendations
- Training and Education

The Purpose of FOFA

(Financial Operational Fitness Assessment)

- Conducted by the Office of Business Oversight.
- Higher level review based on risk factors, or other indicators during performance of grant cycle.
- Ensures compliance with SSVF Regulations, NOFAs, and grant agreements.
- Verifies Veterans are eligible, being served appropriately, and connected to services based on individual needs.
- Identify strong practices to be shared across programs.
- Allows VA to understand needs of grantees and where additional training may be needed.

Fiscal Oversight

All aspects of the grant cycle

- Application review, threshold, budget approval
- Reviewing all proposed budgets for grantees to ensure projected costs are reasonable, allowable, and allocable.

Grant Operations

- HHS-PMS
- Quarterly Fiscal Monitoring
 - Spending, Sweeps
 - Disaster Planning, Funding, Monitoring, Guidance

SSVF Program Resources

- Legal Authorization
- Final Rule
- NOFA
- Program Guide
- SSVF Handbook
- OMB Super Circular

SSVF Program Resources

SSVF Program Guide

- Living Document that Updates annually
- Further defining the Final Rule
- Clarification or Examples of key areas
- Guidance for Operations

Fiscal Oversight

- All aspects of the grant cycle
 - Application review, threshold, budget approval
 - Reviewing all proposed budgets for grantees to ensure projected costs are reasonable, allowable, and allocable.
- Grant Operations
 - HHS-PMS
 - Quarterly Fiscal Monitoring
 - Spending, Mandatory Returns
 - Disaster Planning, Funding, Monitoring, Guidance

Fiscal Oversight

HHS- Payment Management System

- Account creation and activations within PMS:
 - Organization of grantee bank account processing.
 - User registration (now done via PMS website).
- Managing PMS accounts:
 - Programmatic financial tracking process
 - Assist grantees with payment processing issues and technical issues with website
 - Financial reporting:
 - Annual closeouts
 - Annual obligations (internal to VA)
- Monitoring and tracking grantee expenditure rates to ensure compliance with drawdown limitations outlined in the Notice of Fund Availability.

Grant Close-out

- Process and Procedure for grant close out, both year to year and for grant program closure.
- Facilitation of Federal Financial (FFR) reporting
 - Specifically, SSVF grantees are required to complete the Financial Status Report (FSR) once annually.
- A-133 Independent Audit Requirements
- Grant Close out Certification Processes
 - OMB Super Circular
 - https://www.ecfr.gov/cgi-bin/text-idx?tpl=/ecfrbrowse/Title02/2cfr200_main_02.tpl
 - Records Retention
 - Returning of Funds
- Questions

Fiscal Timeline

Quarter 1: September through Dec.

- Initiate new annual grant
- Monitor spending closely with your fiscal staff to ensure meeting 1st quarter floor and not exceeding ceiling.
- Begin spending projections through rest of grant term.
- At end of quarter, grant must meet spending floor of 15%. Spending in this instance means the funds have been drawn down from Payment Management System.
 - If floor has not been met, grant could be subject to mandatory return of unused funds, example below.
 - \$1,000,000 grant. 1st quarter floor is \$150,000 (15%). Only drew down \$100,000 (10%). Mandatory return will be the difference in percentage between floor and actual amount drawn taken from original award amount. In this case 5% or \$50,000. Now grant has drawn down \$100,000 of \$950,000 award. Closer to 15% but definitely not there yet. Intent is not to penalize in the current FY, intent is to move resources to areas of need from areas that may be over resourced.

Fiscal Timeline

Quarter 2: January through March

- Review spending each month (if not more frequently) to ensure you are on pace.
- Begin to consider a voluntary return if underspent.
- Review permissions for PMS logins to ensure appropriate staff have appropriate permissions to complete FSR at end of year.
- At end of quarter, grant must meet spending floor of 40%. Spending in this instance means the funds have been drawn down from Payment Management System.

Fiscal Timeline

Quarter 3: April through June

At start of quarter we are officially halfway through grant year, things are getting serious now!!



- Review spending each month (if not more frequently) to ensure you are on pace.
- Request requirement published in GIFTs for voluntary return if underspent.
- Begin to think about the need for a one month extension request.
- At end of quarter, grant must meet spending floor of 65%. Spending in this instance means the funds have been drawn down from Payment Management System.

Fiscal Timeline

Quarter 4: July through September



- Must review spending and request extension only if needed to meet program goals – not strictly to spend down funds.
- Pay attention to award announcements for next fiscal year grant cycle.
- Prepare for end of year close out of current grant.

Fiscal Timeline

45 days after end of grant (i.e. Grant Closeout):

- Review Qtr. 1 slide because that is happening now for new grant year as well as closeout for previous grant year.
- Work closely with fiscal to ensure funds are spent, general ledger is reconciled, funds are drawn from PMS.
- Complete the End of Year requirement in GIFTs, along with the Financial Expenditure Report (FER) which is attached to the EOY requirement in GIFTs, and the Financial Status Report (FSR) which is to be completed in PMS.
 - We have a detailed webinar each year about closeout procedures. This is a must attend webinar for all Program Managers and financial/accounting staff associated with your SSVF program.
 - Grants approved for one month extension have 45 days from end of extension which may not exceed the month of October. Extension can be as short as one day and as long as 31 days.

Questions

- You can never go wrong with starting with your Regional Coordinator, they are knowledgeable about all things SSVF and can at the very least point you in the right direction.
- Technical issues with PMS sometimes can only be resolved by calling PMS customer support.
- If all else fails, you can contact me directly and I'll do my best to find a resolution.
 - Robert.thompson2@va.gov
 - 412.335.8966



PREPARING FOR YOUR FINANCIAL AND OPERATIONAL FITNESS AUDIT (FOFA)

Presentation for:

SSVF Program Manager Academy

Presented by: Allen Ackles, OBO Senior Auditor

February 5, 2020



Agenda

- How to prepare for your FOFA:
 - Notification
 - Preliminary Documents Request
 - Kickoff Call
 - Pre-Site Visit Preparation
 - Site Visit
 - Post Site Visit
 - Reporting
 - Follow-Up & RIV
 - Close-Out
- SSVF FOFA Toolkit



Notification

- **Week 1 - FOFA Notification**
 - Initial Contact to Confirm Grantee POC (GIFTS)
 - Team will use POC as listed in GIFTS
 - Engagement Letter (EL)
 - Scope/Period of Review (FY 2018 and FY 2019)
 - Site Visit Dates
 - Engagement Team Lead (POC)
 - Preliminary Document Request (PDR) – detailed review
 - Due Date for PDR



Preliminary Document Request

- **SSVF Veteran Information**
 - Listing of Veterans Enrolled
 - Listing of Veterans Determined Ineligible
 - Listing of Temporary Financial Assistance (TFA):
 - Veteran or Family Member (Name & ID#)
 - Date
 - Vendor
 - Amount
 - Category



Preliminary Document Request (cont.)

- **Financial Documentation**
 - Detailed General Ledger (Excel format)
 - Expenditures
 - Revenue
 - Chart of Accounts (listed by Program Code – Rapid Rehousing, Returning Home, Rapid Resolution, Shallow Subsidies,...)
 - Cost Allocation Policy
 - Financial Policies and Procedures
 - Final Budget to Actual Results
 - Asset Listing and Depreciation Detail
 - Most Recent Single Audit Report
 - Listing of All Federal Awards and Funding Sources



Preliminary Document Request (cont.)

- **SSVF Agreements and Other Related Records**
 - Revision to Budget or Program Activities
 - Approved Scope Change
 - Closeout Certifications
 - Organization Chart (Name, Position, Title)
 - List of all Employees (charged to the SSVF Grant (direct / indirect):
 - Name & Position
 - Payrate/Salary
 - Hire/Term Dates
 - Percentage of Allocation to SSVF Activities



Preliminary Documents Request (cont.)

- **Policies and Procedures** (if not all inclusive in one policy)
 - SSVF (specific to Grantee that reflects SSVF Program Guide)
 - Fraud, Waste, and Abuse
 - Human Resource
 - Record Retention
 - Data Quality Plan
 - Critical Incidents
 - Conflict of Interest
 - Code of Conduct
 - Federal Financial Reporting



Kickoff Call

- **Week 1 – Kickoff Conference Call**
 - Audit Team Lead;
 - Coordinate Date and Time via Grantee POC
 - Identify Participants:
 - Director and or SSVF Program Manager
 - Chief Financial Officer, Controller, or Accounting Representative
 - Case Managers and Selected Staff
 - Send out Meeting Invite with Agenda and Grantee Overview Sheet
 - Kickoff Call (30-45 minutes)
 - Introductions
 - Purpose, Objective, and Scope of FOFA
 - Timeline & Process Overview
 - Target Dates & Key Milestones (by responsible party)
 - Communication Protocol
 - Entity Background (Grantee Overview Sheet)
 - Preliminary Documents Request
 - Q & A



Pre-Site Visit

- Pre-Site Visit Preparation (Timeline & dates dates* will be listed in Kickoff Agenda)
 - **Weeks 1-3** Grantee will consolidate PDR and upload into GIFTS
 - **Weeks 3-6** Review Team will:
 - Conduct a preliminary review and analysis of provided documents
 - Develop sample selections – Expenses, Payroll, and Admin
 - Identify Internal Control Questionnaire (ICQ) recipients
 - Preliminary review of Policies and Procedures
 - Request additional items or submit clarification questions (as necessary)
 - **Week 6** Review Team will provide to Grantee:
 - Sample selections
 - ICQ's to selected staff members
 - **Weeks 6-9** Grantee will Consolidate Sample Support Documentation (scanned) and upload into GIFTS

* Target timeline, may be adjusted depending on review specific circumstances



Pre-Site Visit Preparation

- **Weeks 9-14** Review Team will:
 - Review and analyze Policies and Procedures
 - Review and test Expense, Payroll, Administrative supporting documents
 - Review A-133 Single Audit Report (follow-up as necessary)
 - Review SF-425 Federal Financial Reporting
 - Review Temporary Financial Assistance detail
 - Review ICQ responses with follow-up actions
 - Review Budget to Actual
 - Reconcile GL to Approved Budget Application
 - Analyze Veteran Served Listing and TFA Detail
 - Develop case file sample selection

- **Week 14** Review Team will:
 - Provide Case File Sample Selection Listing
 - Submit Preliminary Findings and Assessments of Expense, Payroll, and Administrative Expense Testing to POC for Response
 - Coordinate logistics for Site Visit



Site Visit - Timeline

- **Week 15 - Site Visit**
 - Day One
 - 8:30 Entrance Conference (Program Management & Key Staff)
 - 9:30 Case file reviews
 - 4:30 Case files exception review with Program Manager/Delegate
 - Day Two
 - 8:30 Case file reviews
 - 1:00 Individual interviews (as necessary)
 - 1:00 Discussion of Expense/Payroll/Admin exceptions (as necessary)
 - 4:30 Case files exception review (Day 2)
 - Day Three
 - 8:30 Case file reviews
 - 1:00 Review and discussion of Expense/Payroll/Admin exceptions
 - 4:30 Exit meeting



Post Site Visit, Reporting, RIV, Close-Out

- **Week 16** - Post Site Visit
 - Wednesday (COB) of the following week – last day to accept supporting documentation
 - Review Team will begin drafting report

- **Week 22** - Reporting
 - 30-45 Days after visit report will be finalized
 - Program Office will Issue:
 - Report
 - Corrective Action Plan Response Form (CAPRF)
 - Due Date for CAPRF Response (30 days)

- **Week 24** - Corrective Action Plan Response Form
 - Due Back 2 weeks after report issued to Grantee

- **Weeks 25-30** – Recommendation Implementation Verification (RIV)

- **Week 30** - Issue Close-out Memo



Questions?



FINANCIAL AND OPERATIONAL FITNESS AUDIT (FOFA) FY 2019 RESULTS

Presentation for:

SSVF Program Manager Academy

Presented by: Allen Ackles, OBO Senior Auditor

February 5, 2020



FY 2019 Results

- FY 2019 Results*
 - 98 Total Reviews Completed
 - 3 (3 percent) Grantees had No Findings
 - 95 (97 percent) Grantees had Findings
 - 349 Findings
 - 627 Recommendations
 - \$2,761,129.59 in Questioned Costs

* pending completion of 2019 reporting and follow-up work



Common Findings

<u>Finding</u>	<u>Count</u>	<u>Total QC</u>
Certification and Recertification of Eligibility	70	\$ 503,603.00
G&A Expenditures	57	\$ 383,706.00
Temporary Financial Assistance (TFA) Expenditures	27	\$ 104,381.00
Financial Management	23	\$ 1,143,652.00
Participant Satisfaction Survey	23	N/A
Benefit Assessment	22	N/A
Policies and Procedures	18	N/A
Payroll	15	\$ 71,803.00
Exit Letters	14	N/A
Income Verification	12	\$ 19,875.00
SF-425 Reporting	12	\$ 201,500.00
HMIS - Data Entry and Case File Reconciliation	12	N/A



Questions?



Key Points Of Contact

- Grants Service Audit Team:
 - Allen Ackles, Senior Auditor
Allen.Ackles@va.gov
 - Christina Singleton, Senior Auditor
Christina.Singleton@va.gov
 - Amanda Sifuentes, Auditor
Amanda.Sifuentes@va.gov
 - Jeff Brean, Director
Jeffrey.Brean@va.gov

Compliance Panel Discussion

- Jeffrey Houser, Compliance Officer
SSVF
- Rico Aiello, Project Coordinator, SSVF
- Bobby Thompson, Project Coordinator,
SSVF
- Allen Ackles, Senior Auditor, Office of
Business Oversight

Compliance Points of Contact

SSVF Compliance Officer

- Jeffrey Houser
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- (FOFA and Customer Service)
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