

Supportive Services for Veteran Families (SSVF)

SSVF Program Policies and Procedures (P&P)

I) Introduction/Purpose/Overview

- a) Introduction to SSVF
- b) Purpose and Goals of P&P Guide
- c) Overview of structure of P&P Guide

II) Program Description

- a) Description of SSVF goals and target populations
- b) Glossary / Frequently Used Terms
 - i) Veteran Family
 - ii) Residing in Permanent Housing
 - iii) Literally Homeless
 - iv) Area Median Income
 - v) Participant
 - vi) Very-Low Income Veteran Family
 - vii) Extremely-Low Income Veteran Family

III) Program Policies

- a) Participant Eligibility and Documentation
 - i) Eligibility Criteria
 - (1) Member of Veteran Family
 - (a) Documentation
 - (b) Pending Verification of Veteran Status
 - (2) “But For” Criteria
 - (3) Very Low-Income or Extremely Low-Income
 - (a) Income Sources
 - (b) Determining Assets
 - (c) Documentation
 - (4) Occupying Permanent Housing
 - (a) Housing Category 1 (Prevention)
 - (i) Targeting threshold
 - 1. Meets threshold: enrollment
 - 2. Does not meet threshold: “Light Touch” and community linkages
 - 3. Documentation requirements
 - (b) Category 2 and 3 (Rapid Re-Housing)
 - (i) Documentation requirements
 - (ii) Additional local targeting and eligibility

- b) Outreach
 - i) Who, what, where, when (frequency) and how
 - ii) Communication plan – internal and community partners
 - iii) Tracking and reviewing outreach efforts
 - iv) Targeting/Engaging hard-to-reach populations
 - v) Collaboration
 - (1) Local CoCs/Coordinated assessment systems
 - (2) State and local government
 - (3) Local VA
 - (4) Other SSVF grantees
 - (5) Other area agencies
- c) Screening, Intake and Application
 - i) Processes for each
 - ii) Enrollment and monitoring program targets
 - iii) How eligibility is determined and documented
 - iv) How admissions are prioritized and processed
 - v) Who makes admission decisions (staff roles)
 - vi) Referrals and community linkages
 - vii) Process for Ineligible Households (community referrals, etc.)
- d) Household Assessment
 - i) Needs-based assessment (focused specifically on housing related needs and client choice)
 - ii) Individualized Housing Plan (or equivalent)
 - (1) Philosophy
 - (2) Documentation - Goals, Action Steps, Person Responsible, Follow up
 - (3) Frequency of Review
 - (4) Design (structure and critical information)
- e) Supportive Services
 - i) Case Management
 - (1) Housing plan (or equivalent)
 - (2) Engagement frequency
 - (3) Supervision and oversight
 - ii) Assistance Obtaining VA Benefits
 - (1) VA benefits vs. eligibility criteria
 - (2) Potential VA Benefits
 - (3) VA Health Care Enrollment
 - (4) VA Linkages (housing, employment, health, etc.)
 - iii) Assistance Obtaining and Coordinating Other
 - (1) Public Benefits/Potential Benefit (federal)
 - (2) State and Local Public Benefits

- iv) Other Services Offered per Final Grant Agreement (e.g. housing counseling, housing search, income support services, etc.)
- v) Temporary Financial Assistance (TFA)
 - (1) Requirements and Limitations
 - (a) Assistance Limits to Participants
 - (b) Grant Funds Limitations
 - (c) Additional Limitations
 - (2) Process for Requesting TFA
 - (3) Source Documentation Requirements
 - (4) Financial management and oversight
 - (5) Types of Temporary Financial Assistance (process and documentation)
 - (a) Rental Assistance
 - (i) Rental Arrears
 - (ii) Short and medium term subsidy
 - (b) Utility-Fee Payment Assistance
 - (c) Deposits
 - (i) Security Deposit
 - (ii) Utility Deposit
 - (d) Moving Costs
 - (e) Transportation Assistance
 - (f) General Housing Stability Assistance
 - (i) Emergency Supplies
 - (ii) Other
 - (g) Emergency Housing Assistance
 - (h) Child Care Assistance
 - (6) Eligible Units
 - (a) Documentation
 - (b) Lease Requirement
 - (c) Rent Reasonableness
 - (d) Habitability Standards
 - (e) Unit Selection and landlord relations
 - (7) Unallowable Financial Assistance/Ineligible Costs
- vi) Additional Optional Services
- f) Recertification of Eligibility
 - i) Reassessment Areas
 - (1) Income eligibility, “But For” Eligibility, Confirmation of Veteran Family Status
 - (2) Additional grant specific eligibility requirements
 - (3) Timelines for recertification
 - ii) Adjusting Assistance

- iii) Documentation needs
- g) Termination of Assistance
 - i) Notification of termination
 - ii) Case closing policies/Exit procedures
 - iii) Participant appeals
- h) Recordkeeping Policy
 - i) Confidentiality
 - ii) Participant Consent to Release Information
 - iii) Conflict of Interest/Ethical Code of Conduct
 - iv) Required, suggested, and program developed forms and templates
- i) Program Feedback
 - i) Participant surveys (internal and VA required)
 - ii) Participant grievance policy
 - iii) Community/partner feedback
 - iv) Supervision
 - v) Reporting
- j) Staff supervision and service review
- k) Core Concepts
 - i) Housing First
 - ii) Participant Choice
 - iii) Crisis Response
- l) Subcontractor Management (if applicable)
 - i) Subcontractor invoicing
 - ii) Subcontractor monitoring
- m) Vehicle Policy (if applicable)
 - i) Insurance mandates
 - ii) Valid licenses on file
 - iii) Safety procedures
 - iv) Transporting clients

IV) Program Operations and Requirements

- a) Expense Category Restrictions
 - i) Regulatory
 - ii) Based on grantee application/contract
- b) Administrative Expense Documentation
- c) Fee Prohibition
- d) Grant Renewal Process
- e) Employee Training Plan
- f) Internal Monitoring and Evaluation Plan
 - i) Fiscal Monitoring and Evaluation

- ii) Programmatic Monitoring and Evaluation (may include supervision)
- iii) Reporting Requirements
 - (1) HMIS Process and Forms
 - (a) Comprehensive Data Quality Plan
 - (b) Data Elements
 - (c) HMIS Housing Status and Permanent Housing Categories Data Entry Instructions
 - (d) HIC and PIT Participation
 - (2) Quarterly Performance Reports
 - (3) Quarterly Financial Reports
 - (4) Quarterly Programmatic Reports
 - (5) Participant Satisfaction Surveys

V) Financial Management Procedures

- a) HHS Payment Management System
 - i) Grant Draw Down (including mandated drawdown rates)
 - ii) Eligible Expenses and Financial Close-outs
 - iii) Documentation
- b) Additional Financial Policies
 - i) Written procedures for recording financial transactions, current accounting manual, chart of accounts
 - ii) Program vs. Fiscal personnel communication plan/expectations
 - iii) Policy on approving financial transactions
 - iv) Policy on maintenance of accounting records