

Supportive Services for Veteran Families

# RAPID RESOLUTION

Frequently Asked Questions (FAQS)

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## Eligibility, Enrollment and Coordinated Entry

### 1. What is Rapid Resolution? What are Rapid Resolution Conversations?

Rapid Resolution combines homeless diversion and rapid exit strategies in an effort to help Veterans avoid entering literal homelessness or to quickly identify safe alternatives to the streets or shelter if they do become homeless (this typically involves identifying family or friends that the Veteran can stay with)

Through Rapid Resolution, Veterans are enrolled in SSVF and engaged in a Rapid Resolution (sometimes called “Housing Problem Solving”) conversation about safe, alternative housing options so that initial or prolonged shelter can be avoided. The housing option could be staying where they were the night before or finding another temporary housing location. That temporary housing location might turn into a permanent location or it may not. They might stay in the temporary housing location for one night, several nights, a month or longer. SSVF continues to follow up with the Veteran once they are in a temporary housing location to plan for a permanent housing solution if needed and to refer them to VA and other community resources that might help stabilize their situation and prevent them from entering shelter.

The Rapid Resolution process should include immediate SSVF enrollment and a Rapid Resolution conversation with the person to determine their situation, their available supports and resources and how SSVF might help them avoid shelter. This conversation should be collaborative, strengths-based and focused on action steps that the Veteran and the SSVF staff can take to avoid prolonged shelter stays or times on the streets. See SSVF’s recent Rapid Resolution practice materials and Conversation Guide for additional context on this intervention.

### 2. How do we determine Rapid Resolution eligibility?

All eligible Veterans who present to SSVF should be enrolled in the SSVF program regardless of whether the Rapid Resolution conversation is able to facilitate an alternative to the Veteran household staying in shelter or a place not meant for human habitation. This enrollment should happen prior to or during the Rapid Resolution conversation/intervention. SSVF grantees should work with their community and VA partners to determine the work flow of Rapid Resolution services and how it aligns with Coordinated Entry processes and local emergency shelter/housing systems. It is the goal to begin the Rapid Resolution conversation at the earliest possible stages of a Veteran’s homeless crisis and that this conversation occurs for every Veteran entering the homeless system of care. It is understood that very initial eligibility documentation related to Veteran status and income will be asked during the initial Rapid Resolution conversation and the Veteran will be immediately enrolled in SSVF service but that more formal documentation gathering will most likely occur after the initial conversation. It is also understood that unlike traditional SSVF, self-declarations of housing status and self-declarations of income may occur more frequently at the beginning with further documentation obtained throughout the process. Grantees are strongly encouraged to use Squares 2.0 to quickly verify Veteran status during the initial conversation.

**3. At what point do we enroll a Veteran for any type of services, regardless of TFA?**

Any Veteran who is eligible for SSVF and presents for services should be enrolled in the SSVF program as quickly as possible. SSVF providers can document eligibility by using SQUARES, self-certification of income, and self-certification of housing status to expedite initial enrollment into SSVF. SSVF providers should also use the Homelessness Prevention Screening Tool to determine eligibility in homelessness prevention cases. See the Rapid Resolution Compliance Guide for more detail on Homelessness Prevention enrollment guidelines.

**4. Do we need to enroll all Rapid Resolution client for a minimum of 90 days?**

Yes, with exceptions. Any Veteran for whom SSVF facilitates a Rapid Resolution alternative to the Veteran staying on the streets or in shelter should be enrolled in SSVF for a minimum of 90 days. The only exception to this would be in cases where the Veteran requests to exit the program or where an immediate alternative permanent housing option is available to the Veteran that better fits that Veteran's needs and desires.

**5. How do we provide 90 days of follow up if the client is not entered into the program and does not have eligibility/intake documentation completed?**

All eligible Veterans should be enrolled in SSVF as quickly as possible. Veterans who are successful in identifying a safe alternative to entering the homeless system should be enrolled for a minimum of 90 days. As discussed in the Rapid Resolution Compliance Guide, grantees are encouraged to obtain eligibility and intake documentation with the Veteran prior to or during the initial engagement. All Veterans provided SSVF services should be enrolled in either Rapid Rehousing or Homelessness Prevention and will retain that enrollment type throughout the duration of SSVF support, whether that be only for the minimum 90-day period or longer if the Veteran needs further SSVF support.

**6. At what point in the Rapid Resolution engagement do we need to verify Veteran status and income eligibility with documentation?**

Eligibility documentation should be obtained as early as possible, before or during the initial Rapid Resolution conversation. Veteran status can be documented using SQUARES 2.0, income may be documented using self-certification.

**7. If a Veteran moves in with family, should those family members also be enrolled in SSVF?**

Grantees should assess the unique needs of each Veteran household. In some cases, a family member or friend that the Veteran household may be staying with may benefit from SSVF services. In cases where it would be beneficial to the Veteran's household and the family member(s), a grantee may include the family member (NOTE: The Veteran defines the household and potentially anyone residing with the Veteran could be served if this supports the sustainability

of the Veteran's housing). In other cases, these needs may appear as the Veteran continues to engage with SSVF. Therefore, the grantee should evaluate the full situation and determine what would be most helpful while considering the Veteran's preferences and SSVF eligibility guidance. Family or hosts who need more robust SSVF services, or to whom SSVF will provide direct services may be enrolled in SSVF and therefore their income may affect continued household eligibility should a recertification be needed after the first 90 days.

**8. If the Veteran establishes housing with family, friends or social , those family members or friends are eligible for Rapid Resolution services like case management. Do family members get enrolled in SSVF the first 90 days or just the Veteran?**

If a Veteran establishes housing with family, friends or social supports, SSVF can provide general support for the host such as general information and referral or assistance helping the Veteran to develop an agreement with the family support about rules and expectations while they reside in the home of the family support. If the host needs additional assistance like employment support or case management services, they could be enrolled as part of the household. The Veteran defines who is included in their household; this aligns with traditional SSVF guidance.

**9. How do we calculate income for the Rapid Resolution? Do we just calculate the income for the Veteran only?**

During the first 90 days after the Veteran establishes housing with family, friends, or social supports through Rapid Resolution, income is calculated using the Veteran's income only. However, note that if a Veteran chooses to add additional members of the host family to his/her household, the income of those household members would be counted at the 90 day recertification. SSVF Grantees should work with the Veteran to determine if such income considerations would create a situation where the Veteran household is no longer eligible for SSVF services at the 90-day recertification period when considering adding additional host family members to the Veteran's household.

**10. Can we waive income requirements such as the AMI limits?**

No, SSVF cannot waive regulatory requirements such as income standards.

**11. What happens after 90 days? Is there the ability to recertify a Veteran household?**

A Veteran could be recertified to continue receiving SSVF services at the end of 90 days. If the Veteran has added additional members to their household, income must be calculated to include income sources from all household members. If the household is eligible, SSVF services may be provided. If a Veteran remains housed with family or friends but has elected not to add these host members to his/her household, SSVF providers may offer services to the Veteran only; SSVF providers should consider this a shared housing situation. Guidance on using SSVF with Veterans in shared housing can be found [here](#) ). Veterans who are enrolled as Homelessness Prevention clients must meet the grantee's Stage 2 Threshold Score in order to receive the more traditional suite of SSVF HP services, including Rental Assistance.

**12. How many times can Rapid Resolution be used by a Veteran household client per year?**

There are no limits to rapid resolution services; grantees would need to follow the rules and guidance outlined for TFA. Rapid Resolution is an intervention designed to help Veterans in identifying alternatives to literal homelessness, including those that may require fewer longer term housing resources. This intervention should be a natural course of business and service approach, not considered a separate or distinct program in of itself.

**13. Does documented case management count as enrollment even if no TFA is used?**

Yes, case management is separate and distinct from TFA. Veterans who receive supportive services should already be enrolled in the program, per the Rapid Resolution Compliance Guide.

**14. During a temporary Rapid Resolution can a Veteran be referred to a permanent supportive housing unit or other subsidized housing?**

Yes. Rapid Resolution is an effort to reduce the time spent in street or shelter situations but does not prohibit the Veteran from accessing longer term SSVF or other community housing resources when needed. Grantees should work closely with their CoC and VA partners to coordinate longer term housing resources for Veterans who need such resources, consistent with the local Coordinated Entry protocol and eligibility and targeting protocol of the other non-SSVF resources.

**15. How do we engage Veterans if no resolution is found other than just referring to the By Name List? What is SSVF's responsibility when there the Veteran ultimately remains in or enters shelter or the streets?**

If an alternative to entering the homeless system cannot be identified, SSVF providers should ensure that Veterans are immediately connected to safe shelter options within their community. All eligible Veterans who present to SSVF should be enrolled in the SSVF program regardless of the outcome of the Rapid Resolution effort. As with any Veteran seeking assistance, Grantees should be proactive in engaging and supporting Veterans in their pathway back to permanent housing. Referrals to the By Name List are an administrative function that play an important role in case planning; however, a referral or addition to the By Name List should not represent the totality of efforts to support Veterans toward permanent housing. This may include repeated Rapid Resolution attempts, proactive outreach, expedited enrollments, SSVF housing services, and coordination of other permanent housing resources and other coordinated support across the homeless crisis system.

**16. Do we need specific Rapid Resolution intake paperwork, or can we use our normal intake documents and just note that the Veteran was entered via Rapid Resolution?**

Not necessarily. While there are some limited document needs related to Rapid Resolution, Grantees may choose to use their normal intake paperwork and HMIS information documents to enroll Veterans into SSVF. The timing of this documentation may vary a bit given the nature of Rapid Resolution interventions, but there are no new or mandatory forms SSVF Grantees must develop. Grantees should have a system to indicate which files include Rapid Resolution services in addition to indicating Rapid Resolution as a service in HMIS.

## Lease and Unit Requirements

### **17. If a Rapid Resolution client is placed with a host and the landlord allows them to enter into a lease in the unit, does SSVF need to perform the normal inspections?**

Yes. Rapid Resolution activities are specific to the time period a Veteran does not have a lease in place. If a lease is negotiated in the unit (or if SSVF supports movement to another unit of their own), all traditional SSVF requirements go into effect, especially if traditional TFA support is going to be provided.

### **18. Are inspections required for Rapid Resolution?**

Habitability inspections are only required when a Security Deposit or Rental Assistance TFA is provided. If the Veteran enters into a lease with the host family, is added to an existing lease, or enters into their own lease, a habitability inspection would be required. While Habitability/HQS inspections are not required when a Veteran is returning to a previous residence, it is expected that all Grantees will engage Veterans in a conversation to ensure that any housing or host situation is safe for the Veteran. Grantees should note the conversation about the housing or host situation in the case file.

## Temporary Financial Assistance

### **19. Should we develop policies and procedures related to payments that are made to non-third-party vendors?**

Yes. Grantees should develop policy and documentation when payments are made to non-third-party vendors (i.e. EHA payments made directly to family or friends) to justify and account for TFA funds.

### **20. Can we pay rental assistance to family members if it is determined that the Veteran household can stay there beyond 90 days and if the family that they are staying with creates an official lease?**

Yes, if a Veteran is provided with an official lease by the host family, TFA Rental Assistance may

be paid directly to family members. If the Veteran is not offered an official lease agreement, but the family has agreed to allow the Veteran to stay for 90 days or longer, financial assistance is limited to one month of Emergency Housing Assistance (EHA). Rental Assistance cannot be paid without a lease

A written commitment from the host in order to receive either EHA or other TFA, might include confirmation that the Veteran can stay there for at least 90 days, with the possibility of a longer-term stay beyond the 90 days and then also a note that they understand that this is a federal program and that to the best of their knowledge, all information provided by them as the host is true and accurate. Additionally, each situation is unique, and any assistance provided will be on a case by case basis.

Please note that grantees cannot make advanced payments; specifically, payments can only be provided for amounts that are currently due. Payments can only be made 30 days at a time, like traditional TFA payments, to ensure that the relationship and agreement as agreed upon continues to be in place before a payment is made.

If a household can stay beyond 90 days, and they need to access additional resources, grantees follow traditional SSVF guidance.

**21. Can we pay utility costs for a family or other support that is allowing a Veteran to stay with them? They might not be in arrears or in jeopardy of losing their housing because of utilities. Instead, it would just be something to help defray costs.**

Utility assistance prior to a shut-off notice may be provided through Rapid Resolution including assisting the host with one month of utilities as long as there is a written commitment that the Veteran can stay a minimum of 90 days with the possibility of providing a longer-term housing option. Additionally, this request should directly align with the Housing Stability Plan.

**22. Can we pay third-party vendors where available? For example, if we are going to help with utilities, can we pay the utility company instead of the family the Vet is staying with?**

Yes, the preferred method is to always provide financial assistance directly to third-party vendors. However, with Rapid Resolution, when this is not possible TFA can be issued to family member, friend, or other host. It is important that there is clear documentation that indicates why use of a third-party vendor was not possible, and there should be clear linkages in the Housing Stability Plan as to how financial assistance is assisting the household with their goals.

**23. Can we purchase gift cards which could include food cards and gas cards in addition to other types of gift cards?**

It is the SSVF Program Office's duty to mitigate and limit risk. Grantees also need to ensure risk mitigation and fraud prevention plans are in place. Therefore, the SSVF Program Office strongly encourages grantees to use other means of supporting households instead of gift cards and prefers that grantees use third-party relationships wherever possible.

These third-party relationships could include working with a specific grocery store or gas station or utilizing online delivery services, for example. In these instances, grantees would not need to issue a gift card and could have direct access to documentation since the items would be purchased directly by the grantee.

For example, perhaps a household needs some basic groceries, and Amazon delivery is available in the area. The grantee could purchase the items and have them sent to the household. The grantee would then not need to use a gift card and would have a direct receipt for the file. This might also provide an opportunity to work with the household on identifying specific items that they need and assisting them with access to other supports that may not be apparent at initial engagement.

In areas where this type of service or a specific vendor-grantee relationship is not available, gift cards could be possible in very limited circumstances. However, the household would need to provide specific receipts for the items that they purchased with the gift card. These receipts would then be included in the SSVF case file. Grantees should also document and justify in the file why a third-party relationship was not possible and indicate every effort that was made to limit risk and ensure compliance with the gift card.

Grantees should also have very clear language written into their SSVF Policies and Procedures that identifies their standard process and protocol for completing due diligence related to TFA assistance for Rapid Resolution.

**24. Do we need a W-9 to make a payment directly to a host?**

W-9's are not required by the SSVF Program Office. Grantees should consult with their fiscal auditors to determine the necessity or lack thereof of W-9's for host payments.

**25. Will we need a W-9 for gift cards?**

The SSVF Program Office is not requiring a W-9 for gift cards. However, grantees should follow their organization's financial policies and procedures when determining if a W-9 should be issued.

**26. What temporary financial assistance (TFA) is eligible under Rapid Resolution?**

Please refer to the *SSVF Rapid Resolution Pilot and Program Compliance Guide*

**27. Are the TFA limits like 9 months in 2 years completely waived? Can the caps on TFA be waived?**

TFA limits in terms of time limits and also amount caps are regulatory requirements and cannot be waived. These timeframes and amount caps apply to the Rapid Resolution. Please note that any funding used during the Rapid Resolution engagement counts towards overall time limits and amount caps.

**28. Could the TFA time limits and amount caps be reset if a household engages with Rapid Resolution but then needs traditional SSVF services?**

No, the TFA time limits and amount caps are regulatory requirements and cannot be exceeded when using Rapid Resolution and traditional SSVF assistance. Note, Rental Assistance and Security deposits are not allowable expenses without a lease in place so those costs should not be incurred unless a lease is obtained. Caps on utility assistance, EHA and GHSA remain in effect and any expenditures from those cost categories would count toward the regulatory limits.

**29. Is rental assistance available if the host owns the home? If so how is rent pro-rated?**

When no formal lease is in place for the Veteran then no Rental Assistance may be used for any costs. However, TFA payments for the pro-rated portion of rental space may be made to the host using Emergency Housing Assistance funds. For example, if grandmother owns her home, and she has committed in writing (but no lease) to allowing the Veteran to stay a minimum of 90 days with the possibility for a longer-term stay, the Veteran could possibly access one-time Emergency Housing Assistance. If the Veteran is allowed to stay for a minimum of 90 days with the possibility for a longer-term stay and there is a formal lease in place, the Veteran could possibly access rental assistance given the lease triggers all other SSVF services and traditional guidance. If the Veteran is temporarily housed by grandma but does not have a commitment of 90 days, Emergency Housing Assistance is not eligible. It does not matter whether the host owns or rents their housing.

**30. Can TFA be used for car repairs of a family member or friend where the Veteran is able to stay? What about for the Veteran directly?**

Transportation TFA for car repairs can be provided on behalf of the host family if they have committed to housing the Veteran for at least 90-days; however, the family member requesting the assistance must be added to the Veteran's household and enrolled in SSVF prior to receiving TFA.

If the Veteran owns the vehicle and requires repairs in order to promote housing stability (such as transportation of a job or other housing related needs), grantees may assist the Veteran with such transportation or repairs with or without a 90 day commitment from the host. This is because the payment is directly benefiting the eligible Veteran and not being paid to or on behalf of the host. Transportation TFA for car repairs must be paid to third parties and cannot be paid directly to the Veteran or to the host family member.

**31. Can TFA be used to provide moving costs?**

Yes, moving costs are an eligible expense if the Veteran is moving to a permanent housing unit where a lease will be in place, consistent with traditional SSVF services.

**32. Do we need a standard format for a letter that a family would complete stating that someone could live with them for 90 days or more?**

It is recommended that each Grantee develop forms and letters to document agreements as well as payments for TFA. Grantees may want to include language related to the terms of the host's commitment including confirmation that the Veteran could stay for at least 90 days with the possibility of a longer-term stay beyond 90 days if a formal lease is not in place. They may

also want to develop a housing agreement which might include expectations for the Veteran and the host while living together if that will help support the stability of the living situation. This understanding may be formalized in writing and include use of common facilities, allowable times to invite guests, contributions to household support and maintenance, etc.

An agreement may also include terms of the relationship and any special considerations. Grantees may also want to have a form that a host would sign off on if they are receiving any form of TFA that indicates that this is a federal program and to the best of their knowledge, all information that they have provided as the host is true and accurate. (See language in SSVF Staff Certification that might be helpful.) Additionally, each situation is unique, and any assistance provided will be on a case by case basis.

**33. Can we make advanced payments? For example, if we know that a Veteran is has a lease for at least 90 days with a family member, can we pay the family member 3 months of rental assistance upfront?**

No. Advance payments are not eligible under the pilot nor under traditional SSVF. Payments can only be provided for amounts that are currently due and can only be made 30 days at a time, like traditional TFA payments, to ensure that the relationship and agreement as agreed upon continues to be in place before a payment is made.

**34. Can we pay security deposits?**

No. Security deposits to friends, family, and hosts are not eligible through Rapid Resolution. Security deposits are only allowable if the Veteran is entering into a formal lease agreement, at which point all traditional SSVF service requirements go into effect.

**35. Can we assist with transportation? Can we pay for Lyft or Uber?**

Transportation passes may be provided. If mass transit is available such as subway, bus, metro, trolley, etc., grantees should access this as the first choice for transportation assistance. It is understood that in some communities, mass transit may be limited. In those cases, the grantee should reach out to their SSVF Regional Coordinator to discuss the situation in further detail. It is also understood that there may be instances where one-time assistance is needed, and accessing Lyft or Uber may be needed. When reviewing the initial pilot plans, Lyft and Uber were determined as ineligible expenses. The SSVF Program Office is now willing to consider their use in very limited circumstances.

These situations should be discussed with the SSVF Regional Coordinator, and the grantee would need to have very clear documentation on the individual need and financial record keeping.

**36. When would we need a lease compared to a written letter?**

If the housing situation becomes permanent at any time during the relationship or if the Veteran pursues their own independent permanent housing, grantees should assist the household with obtaining a lease. A lease is the best practice in terms of documenting TFA payments and landlord-tenant rights. Additionally, if the household will continue to stay beyond 90 days and access SSVF services and TFA, a lease needs to be on file. The SSVF Program Office also strongly

recommends that each SSVF grantee is well-versed in their state's Landlord-Tenant law and the requirements within their state including what constitutes a lease.

**37. If a household with dependent children has been determined eligible for SSVF but needs Emergency Housing Assistance for the night due to no shelter availability, is this something that could be provided?**

In situations where no shelter beds are available, and a household with dependent children needs an immediate and safe place to stay for the night, SSVF grantees may access Emergency Housing Assistance (EHA). This is consistent with traditional SSVF guidance.

**38. What happens if we are diverting a veteran family and there is no friend/family with enough space to take in the whole family while they look for a permanent option? If we are able to connect with multiple supports that can take in family members temporarily (ex. Dad stays with a friend and kids stay with grandmother), can we offer TFA for emergency housing assistance or rental assistance to both sponsoring households?**

It is understood that in some situations, a household may determine the need to split up temporarily to avoid entry into emergency shelter. In terms of Rapid Resolution, financial assistance can only be provided if the Veteran is temporarily housed with a minimum commitment of 90 days with the possibility of a longer stay where there is a written commitment or a lease. If the Veteran reunified, and met the qualifications related to 90 days or more with either a lease or written commitment, they might be eligible for financial assistance. Payments to multiple hosts made be made in the rare circumstances where the TFA conditions are met and the Veteran's housing situation requires a move to a different host after an initial payment has been made. However, grantees are strongly encouraged to consider whether the second payment is reasonable and whether alternatives such as a placement in independent permanent housing or other option is available.

**39. What if host doesn't want to share their information?**

As with any household enrolled in SSVF, there are documentation standards in order to access Temporary Financial Assistance. Just as grantees build rapport with Veteran households, their work to build trust with the host is important. If a host were not receiving SSVF financial assistance or services, the information required would focus primarily on their role in assisting the Veteran. If the host wanted to receive services or financial assistance, they would need to provide information.

**40. It is understood that SSVF has a requirement that at least 60% of Temporary Financial Assistance (TFA) be spent on rapid re-housing households? If a grantee in the pilot is engaging with more homeless prevention households and goes above the 40% for TFA for prevention, will they be penalized?**

The SSVF Program Office will provide certain considerations when evaluating grantees serving Veterans through Rapid Resolution. Also note, the 60% RRH minimum is for TFA only – Rapid Resolution focuses on services more than the use of TFA and therefore the effect on the 60% RRH minimum should be minimal.

## Returning Home Initiative (relocation services) and Rapid Resolution

### **41. Can we access the [Returning Home Initiative](#) to provide relocation services.**

Yes, grantees may access the Returning Home Initiative (relocation services). For additional information, grantees may review the Returning Home Guide and FAQ document [here](#) or contact their SSVF Regional Coordinator for additional questions.

### **42. Can you provide more information on the Returning Home Initiative?**

The Returning Home Initiative (RHI) was launched as a pilot in the beginning of FY17. The purpose of the pilot was to assist Veterans in moving from high cost, low vacancy areas back to their communities of origin where they had a stronger support network. Since the pilot's inception, several Veteran households have successfully moved from the San Francisco Bay Area to lower cost communities to be with their families and friends. SSVF providers offering Rapid Resolution services are also eligible to take part in the Returning Home Initiative, essentially allowing the use of relocation services and funds to help Veteran move to communities where permanent supports exist. Such costs and activities must be approved and coordinated with the Grantee's Regional Coordinator.

### **43. Does a Veteran enrolled in Rapid Resolution need to be homeless to access the Returning Home Initiative?**

For the purposes of Rapid Resolution, we would allow a Veteran who is opened under Homeless Prevention for Rapid Resolution services to access Returning Home under the limited circumstances described above. Please discuss any need for relocation services with your Regional Coordinator.

### **44. IF a Veteran is receiving Rapid Resolution services but no TFA is used, is this still counted as an active case toward our grant requirements and reporting?**

Yes.

## Homelessness Prevention Threshold

### **45. Do we need to use the Homelessness Prevention Threshold Tool for Rapid Resolution clients?**

Veterans presenting for services who do not have a place to stay tonight but are considered homelessness prevention clients because they were not homeless the night before should be screened for SSVF eligibility using the entire Homelessness Prevention Screening Tool. Please refer to the Rapid Resolution Compliance Guide for further detail.

### **46. If a Veteran is diverted before entering shelter and enrolled as Homelessness Prevention, can we provide assistance to house that Veteran in their own unit if the resolution is only temporary in nature?**

Yes, however the Veteran must pass the grantee's Homelessness Prevention Screening Threshold Score in order to receive the full suite of SSVF services beyond the initial rapid resolution service period when no lease is in place.

## Grant Management

- 47. Can we use SSVF funding to pay for diversion training? For example, we have a trainer that is going to provide 2 days of direct service training for all the grantee staff in our pilot community as well as other stakeholders, and they will also do a 1 day train the trainer.**

The SSVF Program Office is continuing to offer and expand training opportunities conducted by VA and its Technical Assistance partners. However, some communities may choose to identify other training. Please discuss your training needs with your Regional Coordinator.

- 48. Will there be flexibility in budget variances? Ex. If a grantee is over 10% on a budget line have to explain, will there be flexibility with RR?**

Budget changes and approvals should follow the established protocol.

- 49. If a grantee wants to add a brand new staffing position for Rapid Resolution, how would they do it? What about a new subcontractor?**

Grantees can submit these requests through GIFTS using the SSVF Change Request process.

## Program Design and Practice

- 50. How long does the rapid resolution conversation take?**

The length of the conversation depends on the situation. The initial conversation could take up to an hour or hour and a half. Additionally, there may be multiple conversations over several days depending on needs. Rapid Resolution should be a natural course of business whereby all housing options and opportunities are explored based on the unique situation of the Veteran; grantees should use their judgement and training to ensure this approach is part of the "culture" of their SSVF grant.

- 51. Which staff and how many staff do you suggest conduct the rapid resolution conversation?**

It is suggested that staff be trained and have the ability to have more detailed conversations with households as well as be accessible and available to support if situations change. The staff member should be a good listener, able to work through conflict, and help the household to identify potential options. They should be non-judgmental and willing to flex their style based on the household's need. In terms of which staff, this would be a grantee decision.

- 52. What is the difference between homelessness prevention and Rapid Resolution?**

Homeless Prevention Veterans who are presenting for services and would be literally homeless

tonight “but for” SSVF Rapid Resolution intervention and support are considered candidates for Rapid Resolution services. Clients who are at imminent risk, but have a home to return to must meet the Homelessness Prevention Screening Threshold score in order to receive any homeless prevention services. The focus of Rapid Resolution is on engaging Veterans immediately before they become homeless as they access crisis response resources or directly after they become homeless and assisting them to avoid continued homelessness can reduce the trauma and expense associated with extended periods of homelessness, and the strain on the crisis response and affordable housing resources in the community. Through Rapid Resolution, a Veteran is engaged about safe, alternative housing options immediately before (day of) or quickly after they become homeless. All eligible Veterans are enrolled before or during the Rapid Resolution conversation to ensure they have access to housing supports even if a safe alternative is not identified through the Rapid Resolution conversation.

**53. Can we provide flexibility with staffing schedules?**

Grantees may make the decision to flex schedules of staff to meet Veterans at their point of need. These decisions should be clearly defined in grantee’s the SSVF Policies and Procedures and should be consistent with standard staffing practices.

**54. One of the areas that we are encountering is a Veteran having a place to stay such as their grandmother’s house, but their grandmother has a Housing Choice Voucher (Section 8). This could be a viable option except that the they could cause a lease violation for grandmother; therefore, we are not able to rapidly resolve them. How can we help?**

The SSVF Program Office encourages SSVF grantees to meet with their local Public Housing Authority (PHA) to discuss Rapid Resolution. Facilitating adding a Veteran to a lease may require a change to the PHA’s Admin Plan. If the grantee does not have a specific relationship with the PHA, they could possibly reach out to HUD-VASH and ask for a contact and perhaps assistance with connecting with the PHA. Additionally, grantees may reach out to their SSVF Regional Coordinator who can work with the community, the PHA, and possibly the USICH Regional Coordinator and HUD local field office where helpful. The SSVF Program Office cautions grantees about putting Veterans into situations where that resolution may contribute to housing loss or instability of the host.

## Data and HMIS

**55. Do we still need to ask the score questions in HMIS for Homeless Prevention so we can enter that information in HMIS since it is still required?**

Yes, the full HP Screening Tool, including the Threshold Score, should be completed for all Veterans who are enrolled but have not yet spent a night homeless.

**56. Do you enter Rapid Resolution as a service each day they are enrolled and receive a service?**

Ongoing case notes would document on-going Rapid Resolution services consistent with traditional SSVF protocol once the Veteran is enrolled.

**57. Do rapid resolution households count towards our overall number of households served?**

Households that are enrolled in SSVF via a Rapid Resolution intervention are considered SSVF households for the purposes of households served during the grant year. They would be enrolled in HMIS as Homeless Prevention or Rapid Rehousing and remain enrolled as such for the duration of SSVF's time of support.