

Supportive Services for Veteran Families (SSVF)

Sample Participant File and Additional Documentation Requirements

Participant File

Grantees are responsible for maintaining case files for each participant household. Grantees with insufficient case file documentation may be found out of compliance with SSVF program regulations during VA monitoring. It is important for grantees to develop policies and procedures to ensure appropriate documentation is obtained and included in SSVF participants' files. This table provides a sample of how a case file could be organized to meet these documentation requirements.

Section	Documentation
1. Intake	<ul style="list-style-type: none">✓ Referral source/entry source✓ Screening✓ Application✓ Identification
2. Eligibility	<ul style="list-style-type: none">✓ Documentation Checklist 1: Participant Eligibility✓ Veteran Status<ul style="list-style-type: none">• Ie. DD214, VHA ID, etc.• Pending Verification of Veteran Status Form (if applicable)✓ Housing Status<ul style="list-style-type: none">• Rapid Rehousing – evidence of current literal homelessness• Prevention – evidence of imminent loss of housing, ‘but for’ criteria<ul style="list-style-type: none">○ Homelessness Prevention Screening Disposition✓ Income Verification Template OR Self-declaration of Income✓ Asset Income Calculation Worksheet✓ Income Calculation Worksheet✓ Staff Certification of Eligibility for SSVF (if ineligible, documentation of other community referral or effort to serve)✓ Program Agreement✓ Grievance Procedure with Participant Signature✓ Release(s) of Information
3. Assessments	<ul style="list-style-type: none">✓ Needs Assessment✓ Household budget✓ Housing Stability Plan/Individual Service Plan✓ All household members' needs are served✓ Referral Efforts<ul style="list-style-type: none">• Assistance in Obtaining VA Benefits• Assistance in Obtaining and Coordinating Other Public Benefits

	<ul style="list-style-type: none"> • Other community referrals <ul style="list-style-type: none"> ✓ Recertification <ul style="list-style-type: none"> • Checklist 3: Participant Eligibility • Staff Recertification of Continued Assistance
4. Progress/Case Notes	<ul style="list-style-type: none"> ✓ Case notes ✓ Documentation of action steps and efforts ✓ Log of contacts with landlords or housing providers, etc ✓ Changes in household needs or goal planning
5. Financial Assistance	<ul style="list-style-type: none"> ✓ Documentation Checklist 2: TFA and Housing Unit ✓ Temporary Financial Assistance Request Form ✓ Rent Reasonableness Checklist ✓ Housing Habitability Standards ✓ Signed Lease ✓ W-9 (all landlords to which a payment is made)
6. Miscellaneous	<ul style="list-style-type: none"> ✓ Incident Report ✓ Exit Documentation

Additional Documentation Requirements

This table provides an outline of additional documentation requirements. Grantees should maintain these required elements when administering their SSVF grant in order to ensure it meets all grant compliance requirements. The outline is not exhaustive of all documentation that must be maintained, but it is a good starting point. In addition to the elements outlined in the table above, this list includes documentation related to the administration of the grant.

Section	Documentation
Financial Documentation	<ul style="list-style-type: none"> • Temporary Financial Assistance <ul style="list-style-type: none"> ✓ Supporting documentation for rent payments, security deposits, utility payments, etc. (i.e. check requests, copy of utility bills, etc.) • Personnel Costs <ul style="list-style-type: none"> ✓ Timesheets ✓ Payroll records ✓ Benefits • Non-Personnel Costs <ul style="list-style-type: none"> ✓ Supplies ✓ Mileage ✓ Office Space ✓ Telephone/internet/computers ✓ Travel

	<ul style="list-style-type: none"> ✓ Trainings ✓ Vehicles ✓ Other approved costs • Subcontractors – Invoices and backup documentation • Administrative Costs - Cost Allocations • Chart of Accounts <ul style="list-style-type: none"> ✓ General Ledger ✓ Drawdown request from PMS • Accounting/Finance P&P Manual <ul style="list-style-type: none"> ✓ Separation of Duties ✓ Financial Management ✓ Record Retention
Additional Documentation Requirements	<ul style="list-style-type: none"> • Monthly and Quarterly Reports • Incident Report(s) • HMIS participation agreement, user agreements • Outreach <ul style="list-style-type: none"> ✓ Logs ✓ Pamphlets/brochures • Screened but not enrolled files/logs • Meeting Minutes <ul style="list-style-type: none"> ✓ Staff meetings/Staff supervision ✓ Board meetings/Board signed conflict of interest statements • Vehicles <ul style="list-style-type: none"> ✓ Lease agreements/Proof of Insurance ✓ Usage logs ✓ Copy of Drivers License • Subcontractor <ul style="list-style-type: none"> ✓ Agreement ✓ Monthly reports • Staff Trainings <ul style="list-style-type: none"> ✓ Training logs ✓ Training P&Ps • SSVF P&P Manual • Final Executed Grant Agreement • Approved Grant Amendment(s) • Monitoring Results • Audits – SSVF & Agency

Client File Documentation Requirements Checklist

	Homelessness Prevention	Rapid Re-Housing
Grantee Designed Forms		
1. Intake Screening	✓	✓
2. Housing Stability Plan	✓	✓
3. Release(s) of Information	✓	✓
4. Grievance Procedure with Participant Signature	✓	✓
5. Case Notes	✓	✓
6. Program Agreement	✓	✓
Required SSF Forms – Download Format from SSVF University		
1. Homeless Prevention Screening Disposition Form	✓	
2. Staff Certification of Eligibility for SSVF	✓	✓
3. Incident Report	As Needed	
4. Participant Satisfaction Survey	✓	✓
Official SSVF Forms - Download Recommended Format from SSVF University		
These forms are recommended for SSVF grantees to use to fulfill requirements. However, grantees may create a form of their own design to fit the same purpose.		
1. Staff Recertification of Continued Assistance	As Needed	
2. Pending Verification of Veteran Status	As Needed	
3. Income Verification Template OR Self-declaration of Income*	✓	✓
4. Asset Income Calculation Worksheet	✓	✓
5. Income Calculation Worksheet	✓	✓
6. Homeless Certification Template or Self-declaration of Homelessness*		✓
7. Self-declaration of Housing Status*	As Needed	
8. Documentation Checklist 1: Participant Eligibility	✓	✓
9. Documentation Checklist 2: TFA and Housing Unit	✓	✓
10. Recertification Checklist 3: Participant Eligibility	As Needed	
11. Rent Reasonableness Checklist	✓	✓
12. Housing Habitability Standards	Strongly recommended for new (different) units	

* Self-declaration formats are only to be used when third party documentation cannot be obtained.