

Supportive Services for Veteran Families (SSVF) Housing and Urban Development-VA Supportive Housing (HUD-VASH) Temporary Financial Assistance (TFA) Referral Packet Frequently Asked Questions

Where can we find a copy of the HUD-VASH referral packet for SSVF Temporary Financial Assistance (“the packet”)?

SSVF providers can find the packet on the SSVF website.

http://www.va.gov/homeless/ssvf/index.asp?page=/official_guide/forms

HUD-VASH providers can find the packet on the Operational Planning Hub.

<http://vhaindwebsim.v11.med.va.gov/hub2/app/hp/library/record/visit?id=907>

Do we have to use the packet if we have developed our own packet?

Yes, the standardized packet is required; it is not optional. The HUD-VASH and SSVF program offices want the referral process to be as standardized as possible.

Are there circumstances when the packet would not be used?

Yes, the purpose of the HUD-VASH referral packet is to provide one-time assistance for TFA (typically security deposit). The packet cannot be used for supportive services that would require ongoing SSVF case management, such as legal help with benefits or employment assistance; these cases must be referred to SSVF for intake. Please note that SSVF is able to help address barriers to housing that may involve **any** family member. Prior to referring a Veteran household to SSVF for TFA only, it is important to assess whether additional services may be needed to support a family’s ability to successfully maintain their housing placement. This is particularly true in instances when services are needed by non-Veteran family members. For instance, non-Veteran family members may need health insurance or help boosting household income through employment or benefits counseling. Legal services may also be available through SSVF grantees. These services may only be available through SSVF and would require the SSVF grantee to meet with the Veteran household and engage them in case management. Veteran households needing case management or services other than TFA **should not** be referred using the packet; these households must be referred to SSVF for a full intake.

Why doesn’t the packet include homelessness prevention?

Veterans requiring homelessness prevention assistance through SSVF must be referred directly to the SSVF provider for screening and intake; these households cannot be referred using the packet.

Why are Veterans living in transitional housing listed as “not eligible” in the packet?

The target population for the packet is chronically homeless Veteran households. The HUD definition of chronically homeless (effective January, 2016) does not include households coming from transitional housing. Please note that there are some exceptions for Veterans residing in Grant and Per Diem (GPD) transitional housing. Veterans who were chronically homeless as evidenced by HOMES Assessment prior to entering GPD transitional housing will maintain their chronically homeless status. If a Veteran is not chronically homeless upon entry into GPD the time spent in GPD transitional housing does not count toward length of time homeless. Please refer to <https://www.hudexchange.info/homelessness->

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[assistance/resources-for-chronic-homelessness/](#) for more information on the definition of chronically homeless.

Are Veterans living in GPD housing eligible for referral using the packet?

Yes, Veterans who are documented as chronically homeless through the HOMES Assessment and have been accepted into HUD-VASH can be placed into GPD housing while going through the process of getting a HUD-VASH voucher and locating an apartment; these Veterans can be referred to SSVF for TFA assistance using the packet once housing has been identified.

Why doesn't the packet include information about the Continuum of Care (CoC) common assessment score?

The VA encourages communities to integrate Veterans directly into the community's coordinated entry system, which may include the use of a common assessment tool. VA recognizes that this process is not in place in every community and that HUD-VASH staff will conduct a clinical assessment of the Veteran prior to accepting them into HUD-VASH regardless of whether the Veteran has received a common assessment score.

Does SSVF have a 30 percent cap on numbers of referrals that can be accepted from HUD-VASH?

The SSVF program office **does not** impose a cap on the number of HUD-VASH co-enrollments, the total percentage of HUD-VASH referrals may be reviewed during annual monitoring of SSVF grantees. The goal of this review is to ensure that literally homeless Veteran households that do not qualify for other VA homeless programs have access to rapid re-housing through SSVF. Using the packet will not negatively affect or change the numbers of Veteran co-enrollments allowed in both programs. SSVF providers should work with HUD-VASH staff through the community planning process to determine what SSVF resources will be needed and document this in the community plan that is submitted to the SSVF program office.

Is it necessary to include a DD-214 with the packet?

No, it is not necessary to include a DD-214 with the packet; the HUD-VASH staff is certifying that the Veteran in the household is VHA eligible. HUD-VASH eligible Veterans also meet SSVF eligibility for Veteran status and do not require further screening by SSVF providers.

Can arrears from a previous landlord be paid if the public housing authority (PHA) will not issue a new voucher unless past rent is paid?

No, this is not an eligible SSVF expense. The SSVF and HUD-VASH program office encourage case managers to work with PHAs to determine if exceptions are allowed for the Veteran. The PHA is only allowed to deny a HUD-VASH voucher to a Veteran who is over-income for the program or if the Veteran has a state requirement for lifetime sex offender registration. The PHA is not permitted to disqualify a HUD-VASH Veteran applicant for owing past rent or other debts to the PHA, criminal history, or past manufacture of methamphetamines.

Should Veteran households referred using the packet be entered into the Homeless Management Information System (HMIS) by the SSVF provider?

Yes, all Veteran households must be entered into HMIS by the SSVF provider. SSVF providers will find all required HMIS data elements within the packet and in the HOMES assessment included with the packet. SSVF providers are not required to enter HMIS data element 4.4 Health Insurance for all Non-Veteran Household members. This applies only to Veteran households referred using the packet; health insurance information must be collected for all other Veteran households enrolled in SSVF by the grantee.

The local CoC is asking for additional HMIS data elements to be entered, how do SSVF grantees enter these data elements in to HMIS if they are not included in the packet?

All required data elements are included in the packet. SSVF providers and the HUD-VASH team will need to work with HMIS administrators to determine if additional local HMIS data elements can be provided. Collection of additional data elements by HUD-VASH staff is voluntary and must not be overly burdensome. In limited cases if additional elements are requested, the SSVF provider may need to obtain this information from the Veteran who is being referred. Data related to HUD-VASH placements may be used to calculate a community's progress toward meeting the goal of ending Veteran homelessness; local partners are encouraged to work together to ensure a coordinated approach to data collection to meet goals and track progress. Most HMIS administrators also require a Release of Information (ROI) to be signed by the Veteran prior to entering information into the HMIS system; this should also be included with the packet.

Do Veteran households being referred using the packet need to go to the SSVF office for an intake?

No, if the packet is used to make the referral to SSVF, the Veteran does not need to go to the SSVF program location for an intake. The packet includes all information needed for SSVF provider to make payment to the landlord or landlord agent.

What needs to be included with the packet?

The HOMES Assessment, a VA Release of Information, if needed, the completed W-9 if needed, and the HMIS Release of Information, if needed, must be included with the packet. SSVF providers may request invoices for utility deposits, brokers' fees or other proof of expenses, if needed.

Can the packet be used for other types of TFA assistance like transportation?

Yes, the packet can be used for one-time assistance for other types of TFA or for a combination of one-time assistance (i.e. mattress, bus pass, security deposit). The packet can not be used for supportive services that would require ongoing SSVF case management such as legal help with benefits or employment assistance, these cases must be referred to SSVF for intake.

When should the referral for deposit be made to the SSVF provider?

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For housing deposit assistance, the referral should be made when housing has been identified and the landlord has agreed to rent but prior to the Veteran signing the lease and moving in to the housing unit.

Does the W-9 need to be sent with the referral packet?

Yes, the W-9 is needed in order for the SSVF grantee to make payment to a landlord or landlord agent. Please note that there is a link to the W-9 form included in the packet.

How should SSVF providers prepare payments if a lease is not available?

SSVF providers can prepare payments to the landlord or landlord agent using information from the "Intent to Rent" and W-9 forms. SSVF providers should coordinate providing payment to the landlord at lease signing if possible. The SSVF provider will need a copy of the lease for their files as soon as possible; and may seek assistance from the HUD-VASH case managers to obtain the lease.

Does the packet need to include proof that the unit has passed the Housing Quality Standards (HQS) inspection?

No, there is no need to provide proof that HUD-VASH units have passed the HQS inspection since these units are already required to be inspected by the PHA.

Do participants have to be chronically homeless in order to qualify for SSVF rapid re-housing assistance?

The target population for the packet is Veteran households experiencing chronic homelessness. In limited cases, HUD-VASH case management teams may wish to request assistance for a Veteran whose status does not fall entirely within the specific eligibility criteria outlined in this document. Examples include Veteran households who are not chronically homeless or do not fall at or below 30 percent of Area Median Income (AMI). On a case by case basis, SSVF grantees may use their discretion, in consultation with the HUD-VASH case management team, to discuss these circumstances. A specific Waiver Request Form (included in the packet) must be completed and submitted. The Waiver Request Form must be retained by the SSVF provider.

What is the recourse for denied waivers?

HUD-VASH and SSVF staff should work together to ensure a common understanding of eligibility including definitions of literal homelessness and chronic homelessness. Veterans must be literally homeless in order to meet eligibility requirements for rapid rehousing. HUD-VASH and SSVF staff can reach out to their Regional Coordinators for assistance with waivers if needed.

Will there be a packet like this for homelessness prevention referrals?

We understand that HUD-VASH and SSVF providers would like to see a more streamlined process for homelessness prevention households. Veteran households needing homelessness prevention assistance must be referred to SSVF for screening and intake; we are not able to allow referrals using a standardized packet.

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Will SSVF providers continue to assist with housing searches for HUD-VASH Veterans?

Housing search by SSVF providers for HUD-VASH Veterans is generally not an eligible SSVF activity; there are a limited number of communities that have been granted exceptions to these guidelines.

Does proof of income need to be provided with the packet?

No, the HUD-VASH staff is providing income information within the packet and certifying that the Veteran household meets income eligibility guidelines, there is no need for SSVF providers to conduct additional income eligibility screenings.

Are Veterans over 30 percent AMI eligible?

Yes, these Veterans are eligible if a completed waiver is included in the packet.

Do SSVF providers need to register Veterans in the M Davis client satisfaction survey if the household was referred using the packet?

No, these households do not need to be registered for in the M Davis survey.