

VA



U.S. Department
of Veterans Affairs

Healthcare Navigation and Shallow Subsidy for Grantees

SSVF National Webinar

March 14, 2024

[Link to Recording](#)

Housekeeping



Webinar
will last
For **90**
minutes



Slides &
handouts
are in the
“handout”
section



Recording,
Handouts &
Slides will
be sent via
email



Submit
questions in
the question
box or any
time at
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OVERVIEW OF PRESENTATION- GOALS AND OBJECTIVES

- Welcome and Introductions
- Leadership Update
- Health Care Navigation (HCN)
 - *What is HCN, What do HCNs do, and Why are HCNs important?*
 - What's happening in the chat – Activity
 - Perspective from the field
- Shallow Subsidy (SS)
 - *What is SS*
 - Broader context for SS
 - What's happening in the chat- Activity
 - Perspective from the field



PRESENTERS

- Cindy Spencer, SSVF Supervisory Regional Coordinator
- Rico Aiello, SSVF Compliance Project Coordinator
- Scott McKee, SSVF Program Coordinator, Community Action Partnership of Oregon
- Deidre Knight, LCSW, LAC, Associate Director, Rocky Mountain Human Services, CSW, Volunteers of America Mid-States
- Phil Allen MA, SSVF TA Associate, Technical Assistance Collaborative



LEADERSHIP UPDATE

Adrienne Nash Meléndez, MLD
National Director, SSVF



POLL QUESTION #1

Who is in the room today ?

- Health Care Navigator
- Shallow Subsidy Staff
- Program Manager
- Executive Leadership
- Other

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Health Care Navigation Services





POLL QUESTION #2

What best describes the place you are at in your understanding of Health Care Navigation services?

- A. Rookie/Newbie - Just getting started
- B. Allstar - Been doing this for a while
- C. Veteran - Have lots of experience in this work
- D. Coach - Not only lots of experience, but you could be running this webinar!



WHAT IS HEALTH CARE NAVIGATION?

- SSVF health care navigators work with Veterans on a variety of issues to assist them in identifying and overcoming challenges to accessing healthcare systems or adhering to recommended health care plans
- SSVF health care navigators should be trained to assist Veterans with the following:
 - Gaining access to health, mental health, or substance abuse care (VA and Mainstream)
 - Supporting health care plans by identifying barriers to care and supporting Veterans in accessing care
 - Providing education on wellness related topics, including those related to public health



WHAT DO HEALTH CARE NAVIGATORS DO?

Assist Veterans in accessing healthcare systems

- Work with the Veteran to identify a health navigation plan that meets the Veteran's unique needs, choices and goals
- Gaining entry to VA health care (including mental health and substance use disorder care) or community care when Veterans are not interested in or eligible for VHA
 - Connecting Veterans to VA health care by working with the VAMC to facilitate enrollment
 - Helping with documentation and paperwork required for enrollment in coordination with case manager
 - Following up on enrollment progress to ensure that the Veteran is enrolled in VA or community health care services
- Coordinating with health partners to ensure Veteran has access and can follow through with health care needs and plans and appointments



WHAT DO HEALTH CARE NAVIGATORS DO?

- Help Veterans get access to appointments when needed
 - Problem-solve barriers to care (transportation, childcare, communication)
- Assist Veterans in utilizing services, including preventative health care
 - Assist Veterans in understanding and communicating with providers to make informed decisions about health care
 - Help Veterans identify barriers to recommended health care plans
- Provide education or create linkages for Veterans to learn about wellness related topics or other pressing health initiatives



WHY IS HCN AN IMPORTANT SERVICE WITHIN SSVF?

- Veterans reported that the VA eligibility process can be overly complicated and difficult to access (Blue-Howells, McGuire, & Nakashima, 2008)
- Veterans may have barriers to accessing care or keeping health care appointments, lack of transportation or childcare, for example
- Homeless Veterans are 4 times more likely to use emergency rooms than non-homeless Veterans (Tsai, Doran & Rosenheck, 2013)



SSVF HEALTH CARE NAVIGATORS

- Reminder - SSVF grantees do not provide direct health care services; navigators are not health care providers and do not deliver direct patient care
- Mental health counseling is not an eligible SSVF activity and therefore not within the scope of the SSVF health care navigator's job duties
- SSVF health care navigators do not make treatment recommendations



WHAT'S HAPPENING IN THE CHAT – ACTIVITY

What's In the Chat Activity – In the chat please call out responses any one of the following questions:

- What is working well for you and your Healthcare Navigators?
- Where do you need more support regarding Health Care Navigation Services?
- Are there any barriers to effective implementation of Health Care Navigation Services?

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Perspective From the Field




Scott McKee

- SSVF Program Coordinator/Former HCN
 - *A little over 7.5 years w/ SSVF*
- Community Action Partnership of Oregon
- 13 Rural Oregon Counties/6 Subgrantees



OREGON'S POVERTY FIGHTING NETWORK

Prioritizing HCN Services:

- *Why have an HCN?*
 - *Value of Separating Duties*
 - *HCN's Building Strong Relationships*
 - *Successes and Let Downs*
- 
- A pair of glasses is positioned on the right side of the slide. The lenses and frame are decorated with various medical icons, including a cross, a microscope, a person in a wheelchair, a person with a cane, a person with a stethoscope, and a person with a heart. In the center of the slide, there is a large, faint heart with a pulse line running through it. The background is a light blue gradient with several hexagonal shapes containing medical icons scattered across it.

Shallow Subsidy Services





POLL QUESTION #3

What best describes the place you are at in your understanding of Shallow Subsidy services?

- A. Rookie/Newbie - Just getting started
- B. Allstar - Been doing this for a while
- C. Veteran - Have lots of experience in this work
- D. Coach - Not only lots of experience, but you could be running this webinar!



WHAT IS SHALLOW SUBSIDY

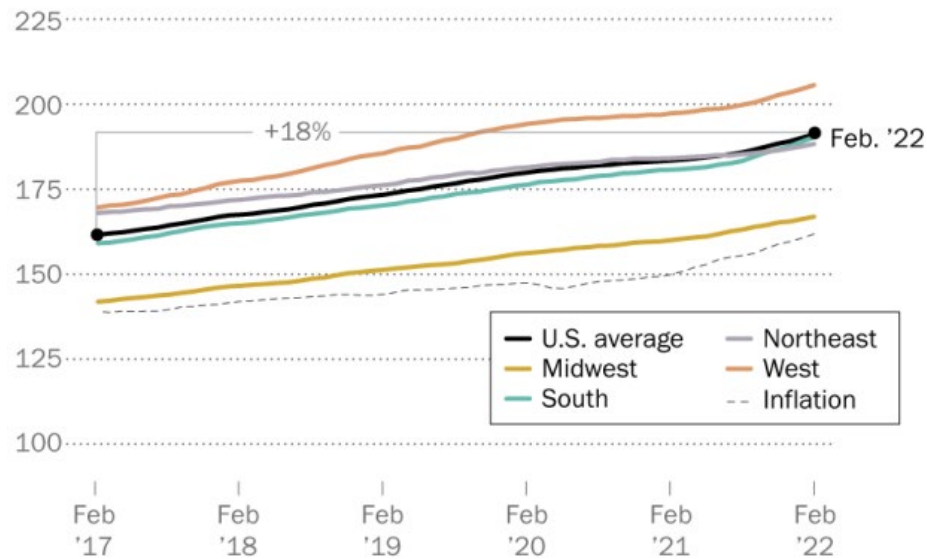
- The SSVF Shallow Subsidy service provides rental assistance to very low-income and extremely low-income Veteran households who are enrolled in SSVF's Rapid Rehousing or Homeless Prevention projects
- Under the SSVF Shallow Subsidy Service, SSVF grantees provide rental assistance payments up to 50% of the unit rent (based on the community standard) directly to landlords on behalf of the Veteran household at 30% AMI or less for two years, and those above 30% but not exceeding 80% two years less the number of months of traditional SSVF Rental Assistance that was provided, without the need for program recertification
- The rental assistance is at a fixed rate every month, regardless of changes in the Veteran household's income or monthly rent amount.



THE NEED FOR SHALLOW SUBSIDY

The average U.S. rent has risen **18%** over the last five years

Consumer price index for rent of primary residence in ...



Source: Federal Reserve Bank of St. Louis.

PEW RESEARCH CENTER

THE GAP THE PROBLEM:

The U.S. has a shortage of more than **7.2 MILLION** rental homes affordable and available to extremely low income renter households.



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WHAT'S HAPPENING IN THE CHAT – ACTIVITY

What's In the Chat Activity – In the chat please call out responses any one of the following questions:

- What is working well for you in Shallow Subsidy?
- Where do you need more support regarding Shallow Subsidy Services?
- Are there any barriers to effective implementation of Shallow Subsidy Services?



Perspective From the Field



Shallow Subsidy Best Practices and Tips

Presenter: Deidre Knight (they/them), LCSW, LAC
dknight@rmhumanservices.org

Rocky Mountain Human Services, Colorado

Best Practices

Shallow Subsidy referral should be their very first option, not their very last

Plan for Shallow Subsidy graduation starting on Day One of enrollment

Shallow Subsidy requirements should be agreed upon by all SSVF grantees in the region

Housing First: no sobriety requirements, no income discrimination, Veteran can have medical and mental health needs

Holistic support: referrals to Healthcare Navigation, Legal Services referrals, etc

Tips

Choose Prioritization Populations

Have Dedicated Shallow Subsidy staff members, including Manager if possible

Shallow Subsidy is NOT for everyone:
only those that have income but not quite enough

Should be enrolling new Veterans at the same rate as graduating current Veterans

Documentation, referrals, requirements should all be kept SIMPLE

Have a “Practice Month” before officially starting Shallow Subsidy

Veterans might need to return to HP/RR

Success Stories

36-year-old female Veteran who had part-time employment. Within a few months she obtained higher-paying full-time employment and she saved up for a down payment on a house. Voluntarily opted out of the program when she started meeting with a realtor; purchased her first home 3 months after graduating from Shallow Subsidy.

65-year-old male Veteran who only had disability income and several medical concerns. Was immediately connected to the Health Care Navigator, who connected him to a Primary Doctor, medications, and in-home health nursing care. Case Manager got him approved for Medicaid Long Term Care. Within 16 months, he moved into an Assisted Living Facility paid for by Medicaid: no longer needed SSVF services.



Q & A

Any questions not answered today?

Email SSVF@va.gov or contact your Regional Coordinator