Flow Charts for Case Closing vs. Continuation of Support Services for Veterans Families Assistance

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About this Resource

The following three flow charts provide a possible question-by-question process to aid SSVF staff in assessing whether to close a household’s case or continue SSVF program assistance. The flow charts cover questions about the program participant’s financial status, possible lease issues, essential linkages to resource(s) and/or remaining Housing Plan issues in order to inform the Grantee’s decision. If the participant demonstrates a current, significant barrier in any one of these areas, the flow charts suggest a decision to continue Temporary Financial Assistance, linkage to other resources/services, and/or case management.

This review process can be triggered by (and supplement) the VA’s 90-day recertification requirement. In addition, the Grantee may also choose to utilize the review on a more frequent interval (e.g. a monthly review) or reviews may be triggered by a defined event (such as a participant acquiring a new income source).

A program may utilize (or adapt) these flow charts when developing their decision-making policies and procedures.
Part One: Financial

Does participant/HH have an income or ongoing subsidy to pay rent?

- **YES**
  - Can pay required portion of housing costs even if severely rent-burdened (housing cost burden in excess of 50% of income)

- **NO**
  - **NO (zero income)**

**YES**
- Proceed to Part Two
- Financial test for case closing is met.

**NO**
- Applied for income/food/utility supports, free or reduced-cost goods/services such as subsidized childcare.
- Applied for housing subsidy—site-based or tenant based
- Explored options for relocation to less costly housing or shared housing
- Employment (market or supported) options explored
- Other option—“Plan B” developed
- Other options—financial support by another agency, organization or a family/friend/etc.

- Ruled out
- In process but not finalized
- Benefits acquired but not sufficient to pay housing costs

- SSVF TFA exhausted?

**YES:** RE-CERTIFY
- Continue non-TFA supportive services to complete work in process and/or implement Plan B

**NO:** RE-CERTIFY
- Continue TFA and non-TFA supportive services to complete Plan and promote retention at exit.
Part Two: Lease Issues

Does the landlord state the household is in good standing?

**YES**
- Did SSVF Program promise longer follow-up to landlord?
  - **NO**
    - Proceed to Part Three. Case closing test for Lease Issues is met.
  - **YES**
    - Does landlord agree to withdrawal of landlord/tenancy supports at this time?
      - **NO**
        - RE-CERTIFY Continue landlord and tenant supports as needed, even if TFA is no longer provided.
      - **YES**
        - Proceed to Part Three Case closing test for Lease Issues is met.

**NO**
- What is the current problem?
  - Rental arrears or rent payments are frequently late
  - Complaints by other tenants/neighbors or police calls concerning illegal activity
  - Lease violations
  - Other problems identified. Landlord may be violating tenant rights.

**YES**
- Is SSVF TFA exhausted?
  - **YES**
    - RE-CERTIFY Continue supportive services to mediate conflicts, teach landlord-tenant rights and responsibilities, and respond to skill deficits that are causing conflict or violations.
  - **NO**
    - RE-CERTIFY Continue TFA and non-TFA supportive services. Continue planning for case closing.
Part Three: Housing Plan/Resource Linkages

Housing Plan, including financial and non-financial resources (that are necessary and acceptable to household—to maintain housing) is in place and is working?

- **YES**
  - Can pay required portion of housing costs even if severely rent-burdened (housing cost burden in excess of 50% of income)

- **NO**
  - **NO (zero income)**
  - **YES Proceed to Part Two**
    - Financial test for case closing is met.
      - Applied for income/food/utility supports, free or reduced-cost goods/services such as subsidized childcare.
      - Applied for housing subsidy—site-based or tenant based
      - Explored options for relocation to less costly housing or shared housing
      - Employment (market or supported) options explored
      - Other option—“Plan B” developed
      - Other options—financial support by another agency, organization or a family/friend/etc.

- **YES: RE-CERTIFY**
  - Continue non-TFA supportive services to complete work in process and/or implement Plan B

- **NO: RE-CERTIFY**
  - Continue TFA and non-TFA supportive services to complete Plan and promote retention at exit.

SSVF TFA exhausted?

Ruled out

In process but not finalized

Benefits acquired but not sufficient to pay housing costs